

ChipsAway ***Cambridge***

Touch-ins of chips or polishing / buffing of light scratches

How we can help:

Use of non-sprayed paint or 'touching-in' is **only ever offered as a free courtesy as the improvement is not to a professional standard** - as such we **do not** offer such services when a vehicle is with us for full repairs, as it can be unclear what is included within the paid work order.

We can help the following ways:

1. Provide you with any spare paint left over for DIY touch-ins (and advice on how best to tackle them)
2. If you can bring the car by **on another occasion** with the manufacturer's touch-in stick, we'll touch a bit of minor damage in while you wait, no charge.
3. We can quote for full repairs, and complete a touch-in **while you wait** on vehicle arrival - if the touch-in result is not an acceptable improvement to your eyes, we'll proceed with the full repair.
4. We can include them as part of an inspection / repair service to achieve an objective finish standard - eg end of lease fair wear and tear, or to the motor trade

Paintwork correction or buffing / mopping / polishing - this is an abrasive process, and strips the coating off the car - we cannot attack your car with abrasives to remove an unspecified amount of paint.

1. If a full repair to the damage is authorised, on that basis that we can try to polish out damage and if successful, apply the appropriate savings to your final invoice - if there is insufficient build to leave a sound topcoat film below the damage, we will carry on with full repairs.
2. Safely polishing existing coatings needs a paint depth gauge map, and is a process taking several hours - please ask for a quote - cost will depend on the number of stages requested (glaze, fine compound, coarse compound, 3000 grit pass, 2000 grit pass) and size of identified panels.