

## VEHICLE BODY REPAIRERS – UNSUNG HEROES SAYS RMI

**As a motorist, you never know you need the services of a vehicle body repairer until it is too late. However once your car has been repaired by a bodyshop, you understand the very great service they provide for all motorists.**

According to Graham Threlfall, head of the National Association of Bodyshops (NAB) of the Retail Motor Industry Federation (RMI), body repair businesses are the unsung heroes of the motor trade: 'Unlike servicing and repair garages, motorists only encounter bodyshops when their vehicle has been in an accident, and needs specialist attention to restore its physical appearance. This means that until a driver has been unlucky enough to have suffered a prang, they may have never thought about the body repair sector, and the excellent work it provides for its customers.'

Bodyshops employ highly skilled and trained staff who repair damage to car bodies. This includes reshaping or replacing panels, and painting and finishing. 'This is a specialist area of the motor industry, where experience and constant updating of abilities come together to provide a service to motorists.'

In many cases, motorists are sent to a bodyshop through their insurer after an accident, but body repair businesses can provide a number of services to consumers. Threlfall explains: 'Bodyshops can undertake small repairs at highly competitive rates, often offering better value than franchised repairers.'

Minor repairs can include:

- Dents and bumps
- Bumper scrapes
- Scratches to paintwork

To find a reliable local bodyshop in their area, motorists should look to the RMI. Threlfall explains: 'All RMI member bodyshops pledge to observe the Code of Practice of the Motor Industry. A member will be able to advise you on the type of service you need,

'If you have a complaint against an RMI member garage, the RMI's National Conciliation Service should be able to help you get redress, if the problem cannot be solved in direct consultation with that member.'

To find a bodyshop that is a member of the RMI, visit [www.rmif.co.uk](http://www.rmif.co.uk) and use the 'Find a Service' function. You will also find details of RMI members that sell new and used cars or motorcycles, provide vehicle servicing and repair, and sell petrol.

This will enable you to find all RMI members mentioned above, and in addition vehicle auctioneers and cherished number plate dealers.

Threlfall concludes: 'With a bodyshop behind you, your car will stay in the bloom of youth for years to come.'

**ENDS**