

If your vehicle is drivable, and you have already contacted **1300 000 ZAG**, you are welcome to drop your vehicle off at any of our Zagame Service locations across Melbourne.

Visit **zag.com.au/autobody-dropoff** to find your nearest service location.

ZAGAMEA U T O B O D Y

31-69 Western Avenue, Westmeadows VIC 3049

1300 000 ZAG (924)

EMERGENCY ASSISTANCE GUIDE





IN THE EVENT OF AN ACCIDENT:

- Ensure you are in a safe place to stop.
 Switch off your engine and turn your hazard lights on.
- 2. Dial 000 to notify Emergency Services if required.
- 3. Contact Zagame Emergency Assistance on 1300 000 924.
- Record your Accident Details online via the QR code.
 It is important to obtain this information for later use in recalling the accident details.



Retain this information in vehicle



ZAGAME EMERGENCY ASSISTANCE

We will assist with:

- Coordinating vehicle towing
- Arranging alternative transportation for you to get to your destination at no charge*
- Coordinating insurance claim
- Arranging a loan vehicle (if applicable).

Zagame Autobody will remove the stress associated with accidents. We will get you back on the road quickly and ensure your vehicle is looked after by the experts.

*Metropolitan Melbourne area

► YOUR RIGHTS

Accidents can cause chaos and confusion so it's important to understand your rights.

If your vehicle cannot be driven, it will need to be towed. You can choose where to have your vehicle towed and where it should be repaired. It is illegal for a tow-truck driver to tout for repair work at an accident scene.

Zagame Autobody can assist with further information regarding towing and vehicle repairs in the event of an accident.

► ENSURING QUALITY & SAFETY FOR THE LIFE OF YOUR VEHICLE

WE GUARANTEE YOUR VEHICLE WILL BE REPAIRED WITH GENUINE PARTS.

Genuine parts are specifically engineered for your vehicle, ensuring it is repaired as close to pre-accident condition as possible. Using genuine parts affords the right fit first time, aiding in maintaining the resale value and safeguarding your manufacturer vehicle warranty. These parts are covered by the manufacturer's warranty*.

Zagame Autobody guarantee you the complete autobody experience.

* Warranty is void where previously fitted non-genuine parts have caused damage.

