



Hassle-free  
repairs are just  
the beginning.

Your journey starts here.

Your Trade  
Membership Booklet

**Schmick**  
Scratch & Dent Assist

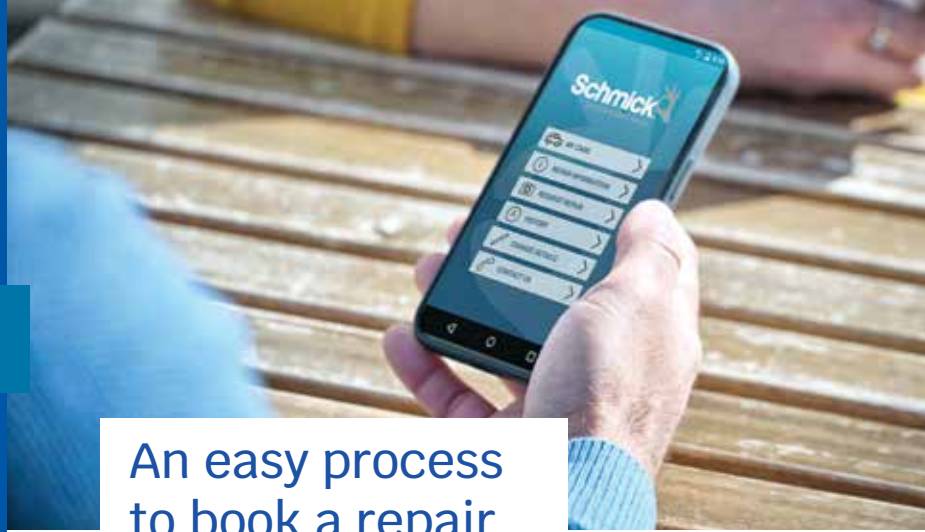
# Get the most out of your membership.

In this members book, you'll find an overview of repairs to help more clearly identify the repairs included in your membership.

You will also find several examples of repairs we've recently completed with our national fleet of mobile panel repair vans.

Schmick is the largest network of mobile repair vans in Australia, operating in major capital cities and regional centres.

For your convenience, repairs can be carried out at your home or your place of work. Some conditions apply in terms of 'suitable' location.



## An easy process to book a repair.

### Member exclusive app.

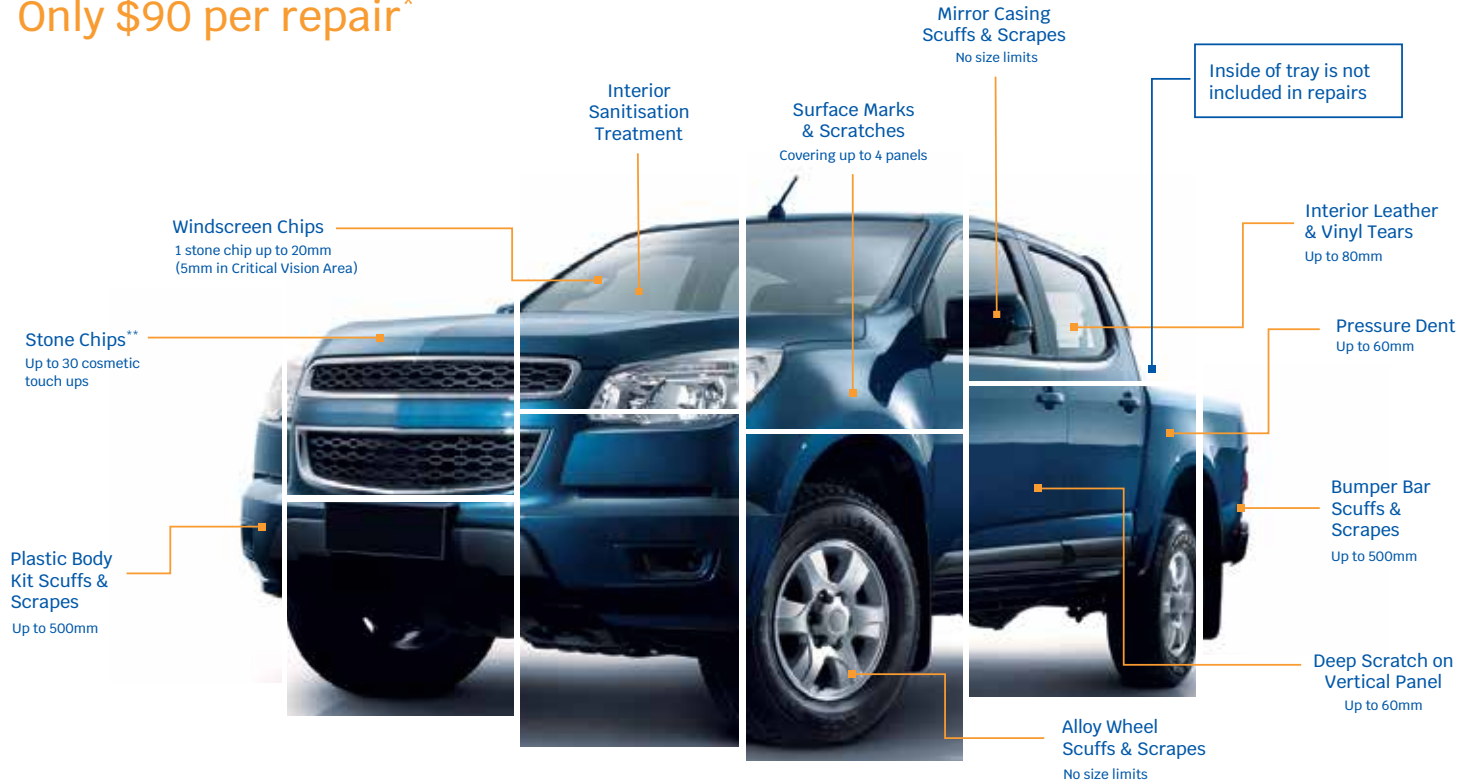
Request a repair in seconds using our member exclusive app available for both Android & Apple.

1. Download the free Schmick app from the Apple or Google Play store
2. Enter membership details
3. Take photos of the damage
4. Submit repair
5. Our friendly staff will be in contact to arrange your repair



# Repairs Guide Overview#

Only \$90 per repair\*



## Key Exclusions

Chrome and high polished alloy wheels · Replacement parts, decal and signage · Structural damage · Style line dents · Non painted textured plastic components · Damage to roof, bonnet or inside tray area · Damage on your vehicle prior to joining Schmick · Inside of tray.

# Please refer to the Schmick Scratch & Dent Assist Terms & Conditions for full details (including repair size limits and exclusions) which is available at [schmickclub.com](http://schmickclub.com). Schmick offers a minor repairs service for a low repair fee for its members. Membership is not a substitute for any type of motor vehicle insurance.

\* Repair fee for a single repair at time of printing. Subject to change. Refer to [schmickclub.com](http://schmickclub.com) for repair fee applicable at the time of requesting a repair.

\*\* Repairs may still be visible.

Quick, easy and convenient repairs.

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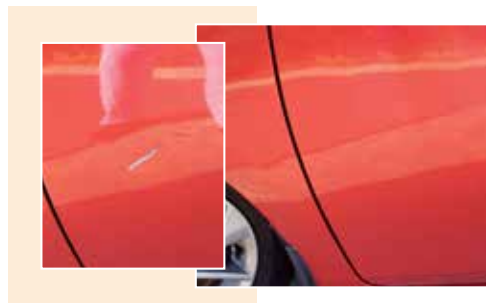
### Bumper Bar Scrapes & Scratches

Up to 500mm in length on front and back bumpers



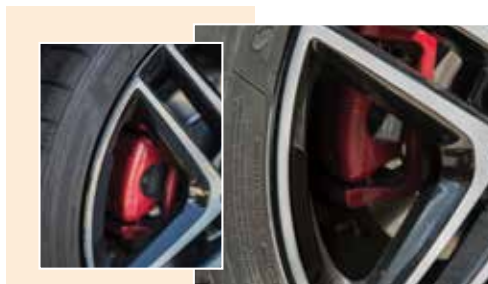
### Deep Panel Scratch or Dent with Paint Damage

1 scratch or dent- up to 60mm in length or diameter on a vertical panel (Excludes roof, bonnet, bootlid and dents that damage a style line)



### Alloy Wheel Scrapes - Machine Finished

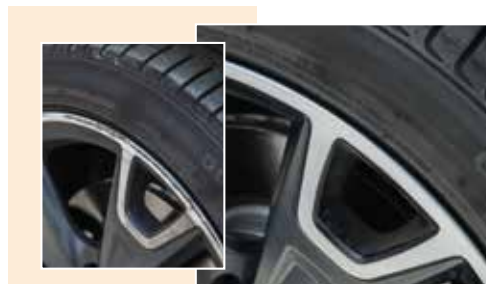
Scuffs and Scrapes on one alloy wheel – no size limit (Excludes chrome, mirror finish and high polished wheels or damage to a pin stripe)



(machine-finished wheels)

### Alloy Wheel Scrapes

Scuffs and Scrapes on one alloy wheel – no size limit (Excludes chrome, mirror finish and high polished wheels or damage to a pin stripe)



(paint-finished wheels)

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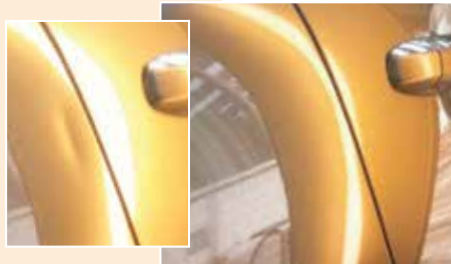
## Surface Scratches & Marks

Covering up to 4 painted panels



## Pressure Dents

Up to 60mm in diameter on all flat metal panels  
(Excludes dents on style lines & metal folds)



## Side Mirror Scrapes & Scratches

Covering one plastic painted mirror casing - no size limit  
(Excludes chrome finished casing)



## Body Kit Scuffs & Scrapes

Up to 500mm on all painted plastic body kit components  
(Excludes horizontal surface of boot spoiler)



Quick, easy and convenient repairs.

Only \$90 per repair\*

Dent repairs up to 60mm



Quick, easy and convenient repairs.

Only \$90 per repair\*

## Interior Leather & Vinyl Repairs

Tears up to 80mm in length on seats or armrest



## Windscreen Repairs

1 Stone Chip up to 20mm (5mm in Critical Vision Area)



## Interior Sanitisation Treatment

Protect your family's health against infectious viruses and bacteria with a Schmick Interior Sanitisation Treatment



## Large Repairs

Larger damage repairs that exceed the Membership Program are at the discretion of Schmick. This example exceeds the size limit but was still repaired by a Schmick technician at a member discounted price.



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# We have the answers.

## Frequently asked questions.

### 1. What is the service area?

The service area is the geographic area where Schmick will travel to do repairs. This is typically the greater metropolitan area of Melbourne, Sydney, Brisbane, Adelaide, Perth, Gold Coast, Sunshine Coast, Hobart, Launceston, Townsville and Cairns. and some larger regional cities. See website for further details.

### 2. What happens if I move outside the service area?

You simply need to come back into the service area to have a repair done.

### 3. How many times can I request a minor repair?

Unlimited during the term of your membership, each minor repair will just cost the current low repair fee.

### 4. If I have 3 minor repairs done at once, how much will this cost?

Simple, just 3 x the current repair fee.

### 5. How do I request a repair?

There are 3 simple ways to request a repair:

1. Via our Schmick app available from Apple or Google Play store.
2. Visit our website [www.schmickclub.com](http://www.schmickclub.com)
3. Email photos of the damage to [repairs@schmickclub.com](mailto:repairs@schmickclub.com) and we will call you to arrange the repair.

### 6. When I request a repair, when do I pay the repair fee(s)?

On completion of the repair work either by VISA or MasterCard.

### 7. Who determines whether or not a requested repair falls under the program?

Schmick Club will make the final assessment and discuss with you once we have viewed the requested repair.

### 8. Is there a fee if you call out to find the repair is not covered?

No, the repair fee(s) are only incurred once a repair is completed.

# Repair description and size limits with a Schmick Trade Membership.

Members only pay our low member repair fee for any one of the following repairs under the Platinum Plus program (in addition to the upfront membership fee).\*

Bumper Bar Scrapes & Scratches	Repair one scratch or scrape up to 500mm in length and 20mm in depth by repairing and painting (excludes non-painted textured plastic bumper bars, metal bumper bars, lights decals and any incident that has caused structural damage).
Deep Scratch or Dent on vertical panels	Repair a single scratch or dent with paint damage larger than 3mm and less than 60mm in diameter and 10mm in depth on a vertical painted metal panel by repairing and painting (excludes roof, bonnet, bootlid and tailgate and dents that damage a style line).
Surface Marks or Scratches	Repair surface scratches on up to 4 panels that have not cut through the clear coat using professional cutting compounds and process.
Pressure Dents	Repair one pressure dent up to 60mm in diameter on any flat panel where the paint has not been chipped or damaged (excludes dents on style lines and metal folds).
Alloy Wheel Scuffs & Scrapes	Repair one alloy wheel scratch or scrape by repairing damaged area, colour match, respraying and blending. Machine finished wheels may lose the fine machine lines (excludes chrome, high polish and mirror finished wheels or where there is damage to a pin stripe).
Mirror Casings Scuffs & Scrapes	Repair and paint scratches or scuffs on side mirror casing (excludes chrome finished casings, lights and indicator lenses).
Body Kit Scratch & Scrape	Repair and paint one scratch or scrape up to 500mm in length and 20mm in depth on a plastic spoiler, side skirts and bumper strip (excludes damage requiring painting to the horizontal surface of a spoiler).
Stone Chips	Cosmetically repair up to 30 stone chips by colour matching, filling and sealing each chip to prevent corrosion. Damage will still be visible.
Interior Leather & Vinyl Tears	Repair one tear on leather, vinyl seats or arm rests up to 80mm in length and 5mm in width (excludes parted seams, or damage to instrumentation panel, headliner or to steering wheel).
Windscreen Chips	Repair a single stone chip on the front windscreen, up to a maximum diameter each of 5mm in the Critical Vision Area and 20mm outside the Critical Vision Area (excludes damage where a replacement is recommended under the Australian & New Zealand Safety Standard).

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# Establishing a suitable workspace for your repairs.

For a Schmick technician to attend your home or workplace, we'll need the following requirements to ensure we're able to carry out a repair for you:

1. Access to power within 20 metres
2. Garage, carport or private driveway
3. No vehicle parked directly in front, beside or behind your vehicle
4. Minimum 3 metres clear beside the vehicles damaged area.

Schmick are unable to complete paint repairs for the following locations:

1. Undercover car parks or ground level body corporate car parks
2. On street parking
3. Wash bays or detailing bays

Bookings can be made between Monday and Friday, excluding public holidays. If you do not have a suitable workspace, we would suggest trying to arrange a location with a friend or family member.



It's like nothing  
ever happened.

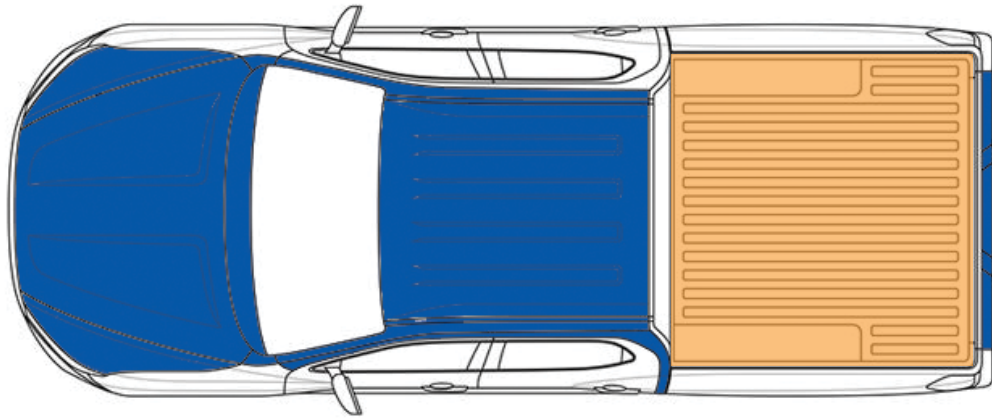
Reverse scratch & dent.

Simply identify which  
panels on your vehicle  
are repairable.

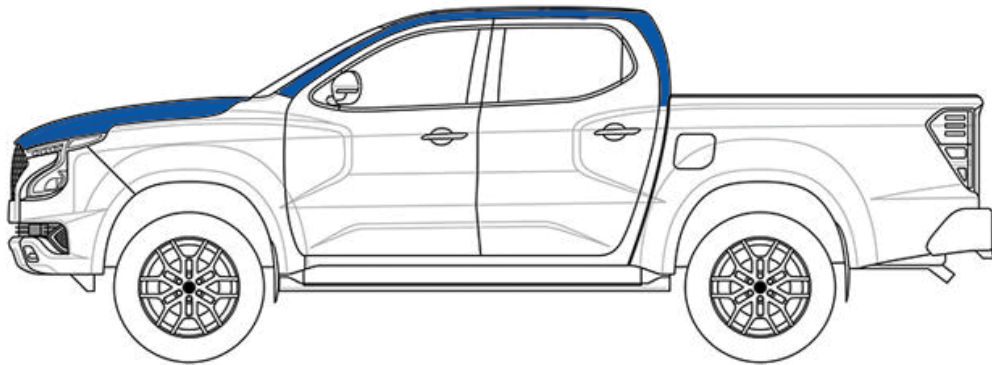


Repairable area for pressure dents, surface scratches, body kit, cosmetic touch ups.

Repairable area deep scratches, dents, surface scratches, body kit, cosmetic touch ups, side mirrors and repairable alloy wheels.



\* Inside of tray excluded



## Key Exclusions

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Please be conscious of the planet  
before printing.



# Schmick™

Scratch & Dent Assist

[schmickclub.com](http://schmickclub.com) 1300 567 567

Your Trade Membership