



White Glove Service

Damage Claim

PLEASE INSPECT YOUR VEHICLE AND BRING CLAIMS TO THE ATTENTION OF OUR DESK PERSON IMMEDIATELY IN ORDER TO PRESERVE THE UNSPOILED, UNTOUCHED, FRESH DAMAGE CONDITION FOR INSPECTION. DO NOT TOUCH OR DISTURB.

Tow companies, security, or property management are responsible for damages, by law (below), only when there is negligence. It is the responsibility of the vehicle owner/driver to provide evidence of negligence. All vehicles have scratches, dents, etc.; just because your vehicle was towed does not automatically place the tow company at risk for repairs. The person who parked the vehicle was negligent, or it would not have been towed.

However, damages do occur in the process of towing vehicles. It is the policy of Rebello's Towing Services, Inc.:

- ✓ REBELLO'S TOWING SERVICES, INC. WILL PAY THE COST OF DAMAGES CAUSED BY OUR COMPANY, WHETHER OR NOT THERE IS NEGLIGENCE. HOWEVER, THERE MUST BE EVIDENCE THAT THE DAMAGES WERE CAUSED BY TOWING. AGAIN, DO NOT TOUCH OR DISTURB THE DAMAGES BEING CLAIMED. POINTING TO NEWLY FOUND DAMAGE IS NOT EVIDENCE OF TOWING DAMAGE.
- ✓ All claims of damages must be inspected by an RTS manager for approval upon reasonable discovery. If the damages have not been inspected they will not be approved. The older the damages the more difficult it is to identify and approve.
- ✓ Damages exceeding \$200.00 must be submitted to your insurance company, after we approve the repairs, and we will agree to take responsibility for subrogation of charges. Repairs or estimates must be from a certified repair facility, preferable vehicle dealers. We do not make repairs or give recommendations.
- ✓ Cost of inconvenience, rental vehicles, or lost wages are not paid or reimbursed by RTS.

Calif. Vehicle Code 22658; *REMOVAL FROM PRIVATE PROPERTY*

d) The owner of a vehicle removed from private property pursuant to subdivision (a) may recover for any damage to the vehicle resulting from any intentional or negligent act of any person causing the removal of, or removing, the vehicle.

Calif. Vehicle Code 22658.2; *REMOVAL FROM COMMON INTEREST DEVELOPMENT*

(c) Notwithstanding Section 1708 of the Civil Code, the association shall not be liable for any damages incurred by the vehicle owner because of the removal of a vehicle in compliance with this section or for any damage to the vehicle caused by the removal. However, the owner of a vehicle removed pursuant to this section may recover for any damage to the vehicle which results from any intentional or negligent act of the association or any person causing the removal of, or removing, the vehicle.

Please provide the following information:

NAME: _____; PHONE NUMBER: _____;

ADDRESS: _____; CITY: _____; ST: _____; ZIP: _____;

TOW TAG #: _____; DATE OF TOW: _____; VEHICLE LICENSE NUMBER: _____;

DESCRIPTION OF DAMAGES: _____

WERE THE DAMAGES REPORTED BEFORE THE VEHICLE WAS RELEASED? ____; IF NOT, WHY NOT? _____

WERE DAMAGES CAUSED BY DRIVER ERROR OR NEGLIGENCE? ____; WHAT EVIDENCE DO YOU HAVE TO SUPPORT YOUR CLAIM?

To Be Completed Below by RTS Staff at Time of Inspection

DAMAGE INSPECTION DATE; _____, TIME; _____: BY; _____: R/O PRESENT; (Yes)(No)

DESCRIPTION OF DAMAGE CLAIMED: _____

(PRISTINE)(GOOD)(FAIR)(POOR) WHAT IS THE GENERAL VEHICLE CONDITION? _____

(YES)(NO) IS DAMAGE FRESH? _____

(YES)(NO) IS DAMAGE DISTURBED BY R/O? _____

(YES)(NO) IS DIRT EVENLY DISTRIBUTED OVER DAMAGE AREA AND SURROUNDING SURFACES? _____

(YES)(NO) IS THERE PAINT CHIP EVIDENCE? _____

(YES)(NO) WAS THE VEHICLE TOWED ON DOLLIES? _____

(FRONT)(REAR)(FLATBED) HOW WAS THE VEHICLE TOWED? _____

(YES)(NO)(UNKNOWN) WAS THE VEHICLE FOUND UNLOCKED? _____

(YES)(NO) WAS THE VEHICLE MOVED BY FORKLIFT? _____

(YES)(NO) WAS THE VEHICLE PARKED WITH 2' CLEARANCE AROUND IT? _____

(YES)(NO) IS THERE TRANSFER MATERIALS CAUSED BY IMPACT? IF YES, DESCRIBE THE COLOR AND TYPE OF MATERIALS TRANSFERRED TO DAMAGED AREA ON VEHICLE, AND IF IT CAN BE DETERMINED WHERE THE MATERIALS CAME FROM: _____

WHO WAS THE DRIVER? _____

(Yes)(No) REBELLO'S TOWING SERVICES, INC. WILL PAY FOR THE DESCRIBED DAMAGES: _____
(SIGNATURE OF INSPECTOR)

DESCRIBE REASON FOR DECISION: _____

