

Experience the *Exclusive* Difference



EXCLUSIVE
MECHANICAL & SMASH REPAIRS



www.exclusivesmashrepairs.com.au

Exclusive Mechanical & Smash Repairs

Exclusive Mechanical & Smash Repairs Pty Ltd, part of the Exclusive GROUP, was founded by Michael and Lee Douaihy, who together have over 50 years' experience in managing the business and leading a team of highly skilled, trained professionals.

With a focus on delivering exceptional, personalised service to each of our valued customers, Exclusive Mechanical & Smash Repairs are the first choice for keeping your vehicle in immaculate condition.

We are committed to maintaining exceptional quality standards, ensuring complete customer satisfaction, first time, every time.



**Proud member of the
Motor Traders' Association of NSW**



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SMASH REPAIRS
PTY LTD

721 3601

2/97 Betts Road, Smithfield
exclusivesmashrepairs.com.au

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EXCLUSIVE GROUP

All Insurance Work

- Accident Management
- Accident Replacement Vehicles
- Panel Beating
- Spray Painting
- Mechanical
- Special Events

EXCLUSIVE
VEHICLES & EQUIPMENT

ADMISSION

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EXCLUSIVE SMASH REPAIRS
SPECIALISING IN EUROPEAN CARS AND RESTORATIONS
ALL INSURANCE AND PRIVATE WORK - PANEL BEATING AND SPRAY PAINTING
PH: 9721 3601





Our Goals

At Exclusive Mechanical & Smash Repairs we are committed to:

- **Delivering exceptional service** to our customers, work providers and suppliers, built upon the foundations of **teamwork, honesty, respect and understanding**;
- Providing **superior workmanship at competitive prices**, backed by the **highest quality materials** and a team of **highly skilled** sprayers, beaters and mechanics;
- Continuing to **meet and exceed our customers' expectations** in every aspect of our work, with a focus on continuous improvement;
- Carrying out all vehicle repairs and maintenance in an **efficient and timely** manner;
- Ensuring the **safety and wellbeing of both our customers and staff** through the employment of standardised Work Health & Safety (WHS) systems and procedures (*Work Health and Safety Act 2011*);
- **Minimising the environmental impact of our work** by actively involving our staff, customers and suppliers to assist in making positive changes for the benefit and long-term sustainability of our environment.

Services

At Exclusive Mechanical & Smash Repairs, we offer a range of specialist services including:



General Repairs & Panel Beating



Paint-less Dent Removal (PDR)



Spray Painting



24/7 Towing Services



Ceramic Coating / Paint Protection



All Insurance Work



Accident Replacement Vehicles



Windscreen Replacement

We can provide all of these services plus many more!

For more information on how we can help, please contact our team:

☎ (02) 9721 3601 ✉ query@exclusivesmashrepairs.com.au







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Facilities

At Exclusive, we cherish our state-of-the-art facilities which ensure your vehicle receives only the best treatment. Some of the facilities that make up our workshop:

- Clean, spacious, well-lit work areas ensure a productive and efficient environment
- 24/7 CCTV monitored secure parking to ensure vehicles, contents and parts are safe at all times
- Advanced tools and equipment for the highest quality work
- Efficiency and reduced environmental impact through our waste water collection and recycling of parts and materials
- Computerised estimation and electronic business management systems
- DuPont performance Services
- DuPont Spectrophotometer and colour matching computer system
- Car-O-Liner vehicle body alignment system
- MIG and Inverter Spot Welders
- 2 Mechanical Hoists and dedicated wash bay
- Saico combination down draught spray booth and baking oven
- DuPont Low Emissions paint system
- Dust extraction and compressed air purification systems
- Only fully qualified staff employed
- Ongoing training programs to ensure quality and safety
- Occupational Health and Safety (OH&S) procedures and signage
- Job descriptions and performance appraisals
- Kaizen Continuous Improvement Program
- Standard Operating Procedures (SOP)
- Business consultancy, benchmarking and mentoring program
- Bunded floor areas to contain potential spills
- Waste water treatment system

Processes

Our streamlined workflow process ensures everything runs like clockwork.

- Vehicles, contents and parts are secured
- Only fully qualified staff employed
- Ongoing training programs to ensure quality and safety
- Occupational Health and Safety (OH&S) procedures and signage
- Job descriptions and performance appraisals
- Kaizen Continuous Improvement Program
- Standard Operating Procedures (SOP)
- Business Consultancy, Benchmarking and Mentoring program conducted by DuPont Performance Services
- Environmentally Correct disposal of waste & recycling of parts & materials
- Bunded floor areas to contain potential spills
- Waste water treatment system







EXCLUSIVE

MECHANICAL & SMASH REPAIRS



DIRECTORS

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