



BODY SHOP INSIGHTS FOR **OUR CUSTOMERS**

Making car and van repairs a little less mysterious (and a lot more helpful)

www.foxhillsbodyshop.co.uk



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WHY WE MADE THIS GUIDE

If you've ever thought "it's just a scratch" or wondered why a simple scuff seems to cost more than your weekly shop — you're not alone. Car and van body repair can feel like a bit of a dark art. Some even say it's got Del Boy energy — smoke, mirrors, and a dash of blag.

But not at Foxhills Body Shop!

We made this guide to help explain how it all really works — so you know what's happening, why it matters, and what to expect. No jargon. No sales pitch. Just useful stuff.

Whether you're sorting a lease return, fixing a trolley ding, or helping out a family member, we hope this makes things clearer.



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SECTION 1

MYTH BUSTING

The Truth About Car and Van Repairs

Myth #1

"It's just a scratch — can't you just touch it up?" Truth: Most damage needs more than a dab of paint. What looks like a simple mark often requires sanding, filling, priming, colour matching, blending, lacquering, and curing to look right — and stay right.

Myth #3

"Insurance will sort it all." Truth: Technically yes — but using insurance for minor cosmetic repairs can increase your premiums. You also don't have to use the repairer your insurer suggests. You're free to choose a trusted local body shop (like us).

Myth #2

"Any garage can sort it." Truth: Body repair is a completely different trade to mechanical repairs. It requires specific tools, advanced preparation techniques, and skilled paintwork. Not all garages are equipped or trained to do it properly.

You wouldn't patch up a broken arm with duct tape so don't treat your car that way either.



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SECTION 2 REPAIRS

What Actually Happens

What this section is: A friendly step-by-step walk-through of the process, from quote to collection.

Why it's helpful: Because it stops everything feeling vague or mysterious.

1. Damage Assessment

We start with a look at the damage — often from a photo you've sent us via WhatsApp or email. We assess:

- Depth of the scratch or dent
- Panel type and shape
- Paint type and colour
- Whether it needs a SMART repair or a larger fix

From this, we estimate what's involved in both time and cost.

2. Preparation

This is the most time-consuming and critical part. A great finish comes down to the prep:

- We clean and degrease the area
- Remove any loose or damaged paint
- Sand back to a smooth finish
- Mask off surrounding panels and trim

If filler is needed (for a dent, for example), we apply, shape, and sand it down to ensure the surface is flush.



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3. PAINTING & BLENDING

This is one of the most technical — and least understood — parts of the repair. It's not just a case of slapping on some paint and hoping for the best.

We start by identifying the exact colour code for your vehicle, based on manufacturer specifications. Even then, no two vehicles age exactly the same. Sunlight, wear, and previous work can all affect how your paint looks now versus how it looked when it left the factory.

So we don't just match the colour — we blend it.

That means:

- **Mixing the base colour using manufacturer data and a trained eye for tinting**
- **Testing the mix under natural and workshop light**
- **Applying it in a feathered pattern so the new paint merges invisibly with the old**
- **Sealing everything with a clear lacquer to protect the finish**
-

Sometimes, we may recommend painting more than just the damaged panel — not to upsell, but because blending into adjacent panels is the only way to get a truly seamless finish. If the damage is on a wing that can't be blended cleanly due to body lines or visual breaks, we may advise a full panel repaint or replacement.

It all comes down to one aim: the repair should look like it never happened.



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4. Curing

Paint needs to cure — either under heat lamps or in a low-bake oven. This hardens the paint so it's weatherproof and durable.

5. Polishing & Finishing

Once cured, we polish the area and check for imperfections. If something's not right, we fix it. Nothing leaves the shop unless we'd be happy with it on our own vehicle.



6. Reassembly & Clean-Up

If any trims, badges or parts were removed, they're carefully refitted. The car or van is then cleaned and ready to go.

This entire process is designed to be as non-invasive as possible — with quality, longevity, and invisibility at the core.



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REPAIR PROCESS

01

Damage
Assessment



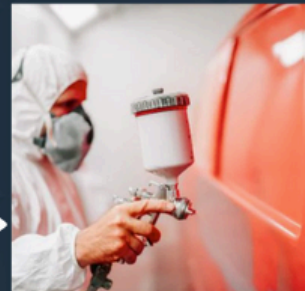
02

Preparation



03

Painting &
Blending



04

Curing



05

Polishing &
Finishing



06

Resassembly &
Clean-Up





SECTION 3

COSTING

Why repairs cost what they do

What this section is: A quick breakdown of where your money goes.

Why it's helpful: Because nobody likes surprise costs — and we want you to see the value.

Time & Skill

Much of the work is manual - prep, sanding, blending — and it takes a trained hand to get it right.

Materials

We use high-quality fillers, paints, primers, and clear coats — matched to your specific vehicle.

Equipment

Spray booths, heat lamps, sanders and polishers — all calibrated for a perfect result.

The Finish

It's not just about covering the damage. It's about making it disappear.

Remember - a £100 job that needs redoing later costs more than getting it right first time.



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SECTION 4

CHOICES

SMART Repairs vs. Full Bodywork

What this section is: A clear explanation of when we recommend small repairs, and when a bigger fix is needed.

Why it's helpful: Because not all damage is created equal — and we'll always help you choose the right option.

SMART Repairs

(Small to Medium Area Repair Techniques) are ideal for minor cosmetic damage — usually where the repair can be kept within one panel or part of a panel. Think: corner scrapes, scuffs on bumpers, small dents or scratches.

Full Bodywork Repairs

These come into play when the damage affects multiple panels, has gone through to the metal, or needs a complete panel replacement or full repaint to get the quality we're happy with.





SECTION 5

FAQS

What this section is: A mini-FAQ based on what people actually ask us.

Why it's helpful: Because if you're wondering, so is someone else.

- **"Will the new paint match exactly?"** Yes. We use manufacturer codes, adjust for ageing, and blend everything in by hand.
- **"Can I claim on insurance?"** You can. But for small jobs, it may not be worth it. And remember — you can choose who does the repair.
- **"How long will it take?"** Most SMART jobs take 1–2 days. Bigger repairs vary — we'll let you know up front.
- **"Can I drive straight away?"** In most cases, yes. If there are any exceptions, we'll tell you.
- **"Do you collect and return?"** We can offer collection for customers who need extra support — especially senior drivers or non-drivable vehicles.



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This QR Code will take you straight to our Quotations Request where you can give us the details and upload your images

Or if you prefer then use our WhatsApp!

SECTION 6 TAKING ACTION

What you can do next

What this section is: A clear set of options to get the ball rolling.

Why it's helpful: Because knowing how to start is often the hardest bit.

Snap & Send

Take a photo and WhatsApp it to us. We'll get back to you fast. Or use the QR code above. Or you can load up to WhatsApp.

Call Us

Prefer a chat? No problem. We'll talk it through.

Need Help with a Lease Return?

We do that all the time — and we're happy to explain what's worth fixing.

Not Sure What It Needs?

Just ask. We'll take a look and give you honest advice.

To note: We will possibly request to see the damage in person. Sometimes we need that so we can give you the best possible advice.



HAPPY CUSTOMERS



Very pleased with this company. My Mazda - in Soul Red metallic, a difficult colour to match - had all round damage on 3 panels and the bonnet.

Foxhills did a great job - the bodywork has been transformed. There was a lot to do, but the cost was very reasonable. Spin and other staff were friendly and efficient. Also helpful - for example I had a new bonnet delivered to my home and they sent a van to collect it from me.

Peter Harrison



This company was recommended to me by a guy who has a lifetime's experience of high-end car and bike restoration - so I was expecting good things.

And I wasn't disappointed. A first class body repair at a decent price. Friendly, reliable customer service throughout. I also like the fact that they're a local company bringing money and skills to the local economy.

I'd have no hesitation in using them again and recommending them to others.

Mike Pinnock

We are a local Van hire company and we use Foxhills Refinishers for all of our repairs from minor scratches to full large body repairs, the work is immaculate and the turn around time is quick. The premises is clean and tidy and has a very professional environment

Grace Teal



Excellent service good customer service from the staff and an excellent job done on my car in one full day with a very good price. Thank you.

Robert Mogg



Just had the bodywork & paint done on my classic mini cooper, The quality of workmanship is outstanding. The respray is of very high quality, have done a great job. staff really friendly. will recommend.

James Hemstock



CONTACT INFORMATION

Lots of ways to get in touch...

This QR Code will take you straight to our Quotations Request where you can give us the details and upload your images (or WhatsApp us!)



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WhatsApp: <https://wa.me/447512359916>

Still have questions? Pop in, give us a call, or just send a photo. We're here to help — not confuse.

Foxhills Body Shop – Making car and van repairs make sense.

www.foxhillsbodyshop.co.uk

