

Customers Rights

You are entitled by law to:

- 1 – A written estimate for repairs, which will cost more than \$100.00, unless, waived or absent face-to-face contact.
- 2 – Return or inspection of all replaced parts if requested at time of repair authorization.
- 3 – Authorize orally or in writing any repairs that exceed the estimated total presales tax cost by more than ten percent (10%).
- 4 – Authorize any repairs orally or in writing if your vehicle is left with the repair facility without face-to-face contact between you and the repair facility personnel.

If you have authorized a repair in accordance with the above information you are required by law to pay for the cost of the repair prior to taking the vehicle from the premises.