

I Authorize RV Incidents, and their associates, to make repairs to my vehicle. I also agree to the following terms & conditions:

Payment must be made in full, either before or, at the time of delivery. Any two-party insurance checks must be signed and presented when the vehicle is being returned to the customer. Checks not payable to RV Incidents will not be accepted. Customers cannot sign over insurance checks made payable solely to them. Any and all deductibles must be paid in full when the vehicle is being returned to the customer. Any difference between the amount paid out by the insurance company and the amount billed by RV Incidents will be the responsibility of the RV owner. We will not return a vehicle to any customer if there is an outstanding balance due. This includes any unreceived supplement payments for work that may have been approved by the insurance company. We cannot take scheduled payments for repairs completed by our shop. Payment may be made by cash, personal check, company check, personal credit or debit card (Visa, MasterCard, American Express or Discover), company credit card, or cashier's check. We will not take credit or debit card information over the phone. Debit or Credit payments must be made in person or via a secure payment link. Any amount refunded by credit/debit card is subject to a 3% fee. Personal checks for amounts over \$1,000.00 will only be accepted with a manager's approval and may subject to funds verification before a vehicle is delivered. All returned or cancelled checks or disputed payments will void any written or expressed warranty.

RV Incidents requires payment in full within five (5) business days of notification that repairs are complete. If arrangements are not made to pick up your vehicle within five (5) business days, a daily storage fee of \$75.00 may be assessed on your final invoice. Any vehicles that are awaiting parts or repairs, will not be charged a storage fee. Storage fees of \$75.00 per day, beginning on the arrival date of the vehicle, will be charged to any invoice of a vehicle that is deemed a total loss by the insurance company. These fees are generally paid by the insurance company directly to RV Incidents; however, if a customer has opted to keep a totaled or salvaged vehicle, rather than surrendering it to the insurance company, storage fees may be the responsibility of the vehicle's owner. We do not offer long term storage for any customer vehicles.

A 50% deposit will be necessary for any jobs that are estimated to be \$5,000.00 or more. This includes jobs with multiple ROs or multiple estimates for repairs or renovations that total more an \$5,000.00. Any job that is estimated to be less \$5,000.00 but exceeds this amount during the repair process, may require a deposit before additional repairs can be completed. The portion of this deposit used to order parts or materials will be non-refundable even if repairs are not completed. Once repairs are underway, no portion of the deposit may be refunded, unless approved by management. A \$10 fee may apply to any portion of a deposit that is refunded for any reason. All refunds will be made by check, customers should allow up to five (5) business days for refunds to be issued.

For jobs under \$5,000.00, a parts deposit for the amount of the parts required for repairs, shipping charges, and federal and local taxes is required before parts can be ordered for your vehicle. The parts deposit may be waived: 1.) If a two-party insurance claim check is signed and deposited in RV Incidents' holding account until the repairs are completed and the owner has signed a repair authorization.2.) If the insurance check for repairs is made directly to RV Incidents and is deposited in our holding account until the repairs are completed and the owner has signed a repair authorization. Because of RV manufacturers' strict no parts return policies, jobs that are cancelled for any reason after repairs are authorized may not be eligible for a parts refund.

Covering a customer's deductible or inflating repair costs to cover insurance deductibles is considered insurance fraud. Each customer has the right to opt out of some of the repairs approved by their insurance provider and have that amount applied as a credit. Our final estimate and invoice will reflect the items that were not repaired, and the customer must sign our copy of the final invoice acknowledging that they chose not complete 100% of the repairs approved by their insurer. Customers may not choose to opt out of repairs if payment from the insurance company is made directly to RV Incidents or in the form of a two-party check to the insured and RV Incidents. Customers must notify RV Incidents, before parts are ordered or repairs have started, of any repairs they would like to decline. Once repairs have begun, changes to repairs cannot be made without management's approval.

Occasionally during the repair process, it is found that additional repairs are required to be completed on customer vehicles. In these instances, the customer will be notified via phone, email, or text of the additional repairs that are required. Once verbal or written consent for additional repairs has been given, the customer will be responsible for any and all fees connected to these repairs. These additional fees include, but are not limited to the following: Labor Fees, Parts, Freight Charges, Taxes, Shop Supplies, Paint and Materials. These fees may be covered by an insurance company in the form of a supplement payment. If a customer should request additional repairs to their vehicle, they will be responsible for the same fees listed above.

RV Incidents LLC, any of its employees, subsidiaries, representatives, or companies subcontracted by RV Incidents, are not liable for any lost, stolen, or damaged property left in vehicles; nor to the vehicles themselves (this includes the theft of catalytic converters). We recommend that any and all items of value be removed from any vehicle located on the premises. Our property is monitored by 24-hour video surveillance. In the event that items are stolen or vandalized while on our premises, we will turn over the appropriate video footage to the authorities upon the customer's request. RV Incidents takes every available measure to ensure that customer's vehicles are safe while in our care. In the event that items or vehicles are lost, stolen, or damaged while on our premises, a claim must be filed with the vehicle owner's insurance company. All customers are required to carry full coverage insurance for all vehicles left on our premises.

I consent to allow RV Incidents LLC to take photographs or videos of my vehicle before, after, & during the repair process. These images may be used for advertising or promotions, in print or digitally, without any compensation to the vehicle's owner or responsible party.

By signing this authorization, I agree to opt-in to RV Incidents LLC text updates. Messages may be sent regarding my vehicle repair status and/or sales promotions. I understand that I can notify RV Incidents' management or send a text reply to 866-685-3349 requesting to opt-out at any time.

Shop Rates: Body/General Labor=\$155 per hour. Paint Labor=\$155 per hour. House Systems Labor=\$155 per hour. Shop Supplies=8% of Body/General Labor & House Systems Labor. Paint Materials=35% of Refinish Labor. Sublet Labor=Invoice + 30%. Freight/Crate= Invoice + 50%. Sales Tax= 5.975%. Storage Fees= \$75/Day. Total Loss Estimates= \$200 Minimum. Minimum Total Charge= \$167.40. Fees and rates are non-negotiable & subject to change.

Customer Signature:		Date:	
Customer Printed Name:		RO#	