

Diagnostics on Wheels Hourly Agreement 2016

Covers Rebuilt, Modified, Flood and Communication Issue Vehicles

- 1) Appointments. Hours are Monday thru Friday 8:00 AM to 6:00 PM. No Medium or heavy duty trucks.
- 2) Appointments are queued in the order they are received.
- 3) Vehicle Programming takes priority over Hourly Diagnostics.
- 4) In order to be eligible for a diagnostic appointment you must have done at least \$500.00 worth of business within the last 12 months with Diagnostics On Wheels Inc.
- 5) Quick and accurate diagnosis requires proper preparation prior to our arrival. To aid in our diagnosis we expect the following:
 - a) Fuel level needs to be maintained between 30 and 70 percent to prevent test disabling.
 - b) All fluid levels are expected to be checked and brought to safe operating levels as necessary. Damage occurring due to improper fluid levels is the customer's responsibility.
 - c) Vehicles are required to have all safety and operational items in good working condition. This includes license plates and inspection stickers.
 - d) All vehicles presented for diagnosis must not have had the trouble codes cleared.
 - e) Our service vehicle must be parked within 25 feet of vehicle being serviced.
 - f) Vehicle needs to be in a clean work area that is protected from the weather.
 - g) Certain problems will require the vehicle to be on a lift. Due to insurance requirements our employees are not allowed to "rack" vehicles.

5) Schedule of Charges

- a) The current Hourly Diagnostic Fee is \$135.00 per hour with a \$170.00 minimum charge per vehicle if paid by credit card. Discounts are offered on the hourly rate for cash, company check and volume of service. Return trips are 1 hour minimum. Rate covers both Programming and Diagnostic work. Diagnostics on Wheels, Inc. is not responsible for programming failures on vehicles with water intrusion (Flood vehicles).
- b) Returned check fee: \$30.00. If customer authorizes a second run of the check an additional \$30.00 charge will apply. Checks not paid in 72 hours will result in PERMANENT loss of service.

Diagnostics on Wheels Inc. reserves the right to verbally modify or terminate this agreement at any time. Diagnostics on Wheels is not responsible for programming failures caused by customer provided equipment.

Shop Name _____ Address _____

City _____ State _____ Zip Code _____ Phone _____ Fax _____

Shop Email _____

The undersigned agrees to the terms outlined above and authorizes Diagnostics on Wheels, Inc. to perform these services with verbal authorization. Payment is due in full at the time the services are rendered.

Print Name _____ Position _____

Signature _____ Date _____