

OB TOWING LTD

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Consumers Protection Rules for Towing & Vehicle Storage

Getting your permission 1st

Tow and storage operators must get permission from you or someone acting on your behalf, before towing or storing your vehicle. You may need someone to act on your behalf if you are unable to give authorization (e.g. due to injury). This does not apply if your vehicle is being impounded or detained for law enforcement purposes or under lawful power of seizure.

Giving you rates, contact info and access to personal property in vehicle Tow and storage operators must give you following information:

- Tow and storage rates by posting them at their place of business and on a website (if one is maintained)
- The operator's business name and telephone number (if different than the operator's own name and telephone number) by posting it on the side of the tow truck and at the place of business.
- Address where your vehicle will be towed.
- If they are receiving a financial payment or incentive for recommending a particular vehicle storage facility or repair shop, even if your asked for the recommendation. **Giving you an invoice and payment options Tow and storage operators must give you:**
- The option of paying with credit card and not insist on cash only.
- An itemized invoice listing at the service provided, the cost of each service and the total cost before demanding or receiving payments from you.

Allowing you to enter the vehicle on the lot

- The storage- lot operator must allow you or someone acting on your behalf to enter your vehicle once its' on the lot to remove personal property, except when the police state otherwise. This must be granted at no charge to you between 8 Am and 5 Pm on business days.

Date _____ Time of service _____ AM/PM

I _____ Owner or authorized personnel authorize the Tow truck operator to tow the noted vehicle.

(Customer consent Signature)

Year

Make

Model

Plate

Vin