



Allstate Transmission & Auto Repair Shop Policies and Regulations

Payment for Services:

Allstate Transmission & Auto Repair gladly accepts all major credit cards, cash, cashier's checks, Synchrony Bank, Mariner Finance, and EasyPay Finance for repairs and services completed at our facility. Vehicles will not be released until the full payment has been made for the total invoice amount.

Consumer Finance Options:

Our team is happy to assist with securing third-party financing through Synchrony Bank, Mariner Finance, or EasyPay Finance. Please note that Allstate Transmission & Auto Repair is not an agent or employee of these organizations and cannot answer account-specific questions. For any inquiries related to your account, please contact the lender directly.

Authorization for Repairs:

Repairs and services on your vehicle require your authorization, which may be provided digitally or physically. You will be asked to acknowledge and approve your repair estimate through text, email, or in person before work begins.

Deposits:

Certain special-order parts require a non-refundable deposit prior to ordering. Please ensure all special orders are reviewed as deposits cannot be refunded.

Discounts:

Allstate Transmission & Auto Repair offers various service specials and promotional prices. Please mention your discount or coupon code prior to authorizing service. Only one discount or coupon may be applied per invoice.

Loaner and Rental Vehicles:

We do not provide loaner vehicles or rental vehicles under any circumstances.

Towing:

Towing services are provided by third-party vendors and are not complimentary. Towing is not covered by our warranty; however, towing reimbursement may be available under certain circumstances through Sonsio. Please discuss with a service advisor for more details.

Warranty:

Your warranty coverage is subject to the terms and conditions you acknowledged upon completing your repair invoice. For detailed warranty terms, please refer to TheAutoShop.com or review your original repair invoice.

Third-Party Warranty Policies:

Some third-party warranty companies require a teardown and inspection to authorize repair services. You are responsible for the cost of this teardown and inspection, which must be paid prior to the service being completed. If the third-party warranty company approves the repairs,

the cost of the teardown and inspection will be refunded to you, minus any deductible and/or balance due for non-covered parts or components.

Repair Completion:

We strive to provide an estimated completion time and date for your repairs. However, due to unforeseen circumstances, this is an estimate only and not a guaranteed time. We appreciate your patience as our professional team works diligently to ensure proper service and repair of your vehicle.

Refunds:

All sales are final. Under no circumstances will Allstate Transmission & Auto Repair provide refunds for parts or services. All services are backed by a warranty, ensuring quality and protection in place of refunds.

Personal Belongings:

Allstate Transmission & Auto Repair is not responsible for personal belongings left in the vehicle, including but not limited to damage, theft, fire, or vandalism. We recommend removing all valuables from your vehicle before dropping it off for service.

Vehicle Pick-Up:

Please arrange to pick up your vehicle within two business days after services are completed. If a vehicle is not picked up and the repair invoice remains unpaid, a daily storage fee of \$30 will be applied until the balance is cleared, and the vehicle is retrieved. If formal notification of storage charges or a mechanic's lien is required, an additional \$139 administrative fee will apply to cover the necessary documentation. If you need more time to pay your invoice or pick up your vehicle, please coordinate with your service advisor in advance.

Mechanics Lien and Texas Property Code:

Allstate Transmission & Auto Repair maintains an express mechanic's lien as allowed by the State of Texas until the repair order is paid in full. If payment is not completed, reversed, dishonored, or if third-party financing is not finalized, we will enforce the lien in accordance with Texas Property Code 70.001 to secure payment for services rendered.

These policies are designed to ensure a smooth, professional experience for all our customers. We appreciate your cooperation and look forward to serving your automotive needs.