



Allstate Transmission & Auto Repair

Desoto's Auto & Diesel Experts Since 1984

Courtesy Inspection Form

This form must be completed prior to service!

☐ NEW Customer ☐ Returning

Full Name:	
Address:	
City/State/Zip Code	
Phone Number:	
Email Address:	
Vehicle License Plate & State:	
Concern With Vehicle:	

I understand that for the purposes of testing and inspection that my vehicle must have enough fuel to safely operate and idle the vehicle. If the low fuel light is on I authorize Allstate Transmission & Auto to add fuel to my vehicle at my expense. Fuel is added in \$10.00 increments and any fuel charges will be paid by the customer prior to release of the vehicle. I also understand that my windows will be rolled up and down unless I advise otherwise.

I understand that if I use an extended service contract, Allstate must follow the claims process set by the contract provider. This typically requires additional testing and documentation. For claims exceeding \$1,000, most providers will send an inspector, which may take 3-5 business days for approval. In most cases, a rental car will not be covered until the claim is approved. If my policy includes rental car coverage, I will need to confirm the terms and availability with my contract provider.

If disassembly is required for the claims process, it will only proceed with my signed authorization. If the claim is denied, I will be responsible for the cost of disassembly, as well as any repairs at my expense. Disassembly to the point of failure for an extended service contract is not completed in the courtesy inspection. Storage charges will be added to my account if authorization of inspection is not provided upon request. If my claim is declined by the service contract company, I understand that all charges including repair or reassembly must be paid immediately to avoid storage charges.

I understand that during the courtesy inspection, parts and covers may be removed from my vehicle to properly identify the cause of the problems. If I decide to decline repairs after the inspection, I will notify Allstate and provide at least 2 hours' notice before picking up my vehicle. This will allow adequate time for reassembly. If reassembly is required I understand that a service advisor will schedule a pick-up time for me. I understand that until reassembly is complete I will not be able to pick up my vehicle.

I have read and understand the policies of Allstate Transmission & Auto Repair (outlined on the reverse side of this page) and agree to the terms set forth by Allstate Transmission & Auto Repair. Repairs completed under this under warranty could take longer than the original repair as we have to receive repair/replacement authorization from the manufacturer of the part.

By authorizing the courtesy inspection for my vehicle, I acknowledge that Allstate Transmission & Auto Repair will utilize its resources to diagnose the concerns described above. If any fluids need to be drained or parts disassembled for diagnostic testing, I understand that fluids will only be replaced with a paid service, and reassembly will occur only with approval of the recommended repairs. If I decline repairs or services after the inspection, I accept responsibility for the cost of reassembly and/or replacing necessary fluids. I further understand that if I decline fluid replacement and/or reassembly, my vehicle may need to be towed from the shop at my own expense. For AC system inspections, I understand that refrigerant and compressor oil may need to be evacuated, and if repairs are declined, a recharge service will incur an additional charge. Old parts are not saved unless specifically requested. Items with Core Charge cannot be returned to the customer unless the customer pays the core charge which varies based on the part. Batteries, alternators, starters, AC Compressors, modules are items that most often have core charges. If you have questions regarding core charges and/or saving old parts please discuss this with your advisor prior to repair.

If I leave my vehicle at the shop for more than 24 hours after the inspection is completed without authorizing repairs, I agree to pay a storage fee of \$35.00 per day and any vehicle left at the shop without service authorization after inspection could be moved to offsite storage at the expense of the customer. Additionally, I acknowledge that a functioning battery and adequate fuel are required for testing and inspection of the vehicle.

I understand that Allstate Transmission & Auto Repair is not responsible for any articles or possessions left inside my vehicle and agree to remove all valuables prior to service. I will not hold Allstate Transmission & Auto Repair liable for any loss or damage to my vehicle or its contents due to fire, theft, accident, or other causes beyond their control. I also grant permission for my vehicle to be driven on public roadways for the purposes of testing and inspection.

I understand and agree to the terms and conditions outlined above, and I certify that I am authorized to make decisions regarding the repair and maintenance of the vehicle described. I have read and understand the shop policies provided on the reverse side of this document. I agree to pay all costs associated with the collection of any unpaid balance on my account. This includes, but is not limited to, fees incurred from third-party collection agencies, attorneys' fees, and any costs associated with pursuing the matter in small claims court.

Signature of Authorized Agent / Owner

Date

Shop Policies On Reverse Side of This Form

How did you hear about us? _____ If you were referred by someone, let us know!

Allstate Transmission & Auto Repair • Shop Policies

Payment for Services:

We gladly accept all major credit cards, cash, cashiers checks, Synchrony Bank Credit Cards, Mariner Finance, EasyPay Finance and Americas First Finance for repairs completed at the facility. We do require that all invoices be paid in full prior to the release of your vehicle. If you have utilized an extended warranty, we cannot release your vehicle until they have paid their portion of the repair balance.

Third Party Finance Options:

Our team will gladly assist you with third party finance options, however, we have no input to answer account specific questions, process payments for these companies and cannot influence application decisions.

Authorization of Repairs:

Repairs and services on your vehicle require your authorization which can be provided in person or digitally through text and/or email platforms. You are required to properly complete necessary authorization steps to proceed with service or repair.

Deposits:

Special order parts could require a non-refundable deposit prior to ordering. Please note - special order deposits are not refundable.

Discounts:

We offer various discounts online and through direct mail campaigns. Only one discount per repair order is allowed.

Loaner and Rental Vehicles:

Allstate Transmission and Auto Repair does not, under any circumstances, provide loaner or rental vehicles.

Towing:

Towing is not covered by your warranty agreement. Most services include 12 months free roadside assistance in which you can be reimbursed for your towing expense by calling the roadside assistance provider.

Warranty:

The terms, conditions and exclusions of your warranty will be clearly identified on your warranty certificate. You can visit myallstaterepair.com for more information on your warranty coverage.

Third Party Warranty Companies:

Some warranty companies require extensive tear down and inspection to approve claims. You are responsible for this cost and this must be paid as a repair deposit prior to service authorization. If the warranty claim is declined, the balance of the repairs and/or reassembly are not part of the inspection cost.

Refunds:

Under no circumstances do we provide refunds for any service or repair. Your warranty provides for repairs to replaced components if necessary.

Personal Property:

We are not responsible for personal property left in your vehicle. Please remove any personal property from your vehicle.

Vehicle Pick-Up:

After vehicle inspection and testing vehicles are moved out of the shop, most often in a state of disassembly while repair estimates are created. If you decide not to repair your vehicle at this time you must notify your service advisor that you have declined repairs and you must allow time for your vehicle to be assembled to its original state. Simply, if you have decided not to repair your vehicle, please call the shop and give notice that you plan on picking up your vehicle prior to showing up. We will not be able to prepare your vehicle for return on demand. Also, vehicles are subject to storage charges after repairs are completed or declined and not picked-up within 24 hours of completion. Storage charges are \$35.00 per day.

Offsite Storage: If I leave my vehicle at the shop for more than 24 hours after the inspection is completed without authorizing repairs or pickup, I agree to pay a storage fee of \$35 per day. If my vehicle remains at the shop for more than 2 days without communication or authorization, Allstate Transmission & Auto Repair may relocate it to an offsite storage facility at my expense.

Roadtesting For Purpose of Inspection and Testing: I acknowledge that my vehicle may be driven on public roadways for testing purposes. I understand that Allstate Transmission & Auto Repair is not responsible for any pre-existing issues that cause mechanical failure during testing, including but not limited to overheating, engine failure, or brake malfunctions.

Core Charge Policy: If a part carries a core charge, I understand that I must pay this charge upfront. If I wish to keep the old part, I forfeit the core charge refund. If I return the old part within the specified timeframe, I may receive a refund of the core charge, depending on the part manufacturer's policy.

Courtesy Inspection Defined: The courtesy inspection includes a visual and basic functional check of the vehicle's major components. Any advanced diagnostic testing, including electrical testing, component analysis, or disassembly, may require additional authorization and charges

I understand that Allstate Transmission & Auto Repair will make every effort to provide an estimated completion time for testing, inspection, and repairs. However, this estimate is not a guarantee. Repair timelines may be affected by factors beyond Allstate's control, including parts availability, third-party delays, and unforeseen complications. As a result, Allstate cannot guarantee when services on my vehicle will be completed. At Allstate Transmission & Auto Repair, we are committed to providing excellent service in a professional and respectful environment. We expect the same level of respect in return. Abusive behavior, including cursing, yelling, or threatening our staff, will not be tolerated under any circumstances. Customers who engage in such behavior may be refused service and asked to leave.

If your vehicle is disassembled and you violate this policy, we reserve the right to stop all work immediately. Any balance due for services completed up to that point must be paid in full before your vehicle is released, and you will be required to take your vehicle elsewhere.

Additionally, to ensure efficient service, customers with appointments will be prioritized. Walk-ins are welcome and will be assisted as time allows, but scheduled appointments will be serviced first.