



**RP EURO WERKS**  
EUROPEAN VEHICLE SPECIALISTS

A Division of RP Premier Group LLC

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## DIAGNOSTIC POLICY

Effective Date: June 4, 2026

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### 1. Purpose of Diagnostic Services

RP Euro Werks ("Company") provides professional diagnostic services to accurately identify vehicle issues. Our technicians use advanced dealer-level tools, systematic testing procedures, and years of specialized experience to diagnose European and other vehicles. The goal is to provide customers with clear, accurate information so effective repairs can be performed.

### 2. "No Fix, No Charge" Policy

We stand behind our diagnostic work. In situations where we are unable to identify the root cause of a problem after reasonable diagnostic efforts, or where we cannot complete a repair, diagnostic charges **may be waived or reduced** at the sole discretion of management. This reflects our commitment to fair and honest service.

**Important:** Diagnostic services are a skilled, professional service and are generally billable. The "No Fix, No Charge" approach applies only when we have exhausted appropriate diagnostic procedures without success or when we cannot effect a repair. Every case is evaluated individually.

### 3. Diagnostic Time & Additional Hours

Diagnostic services are charged based on time, complexity, and the equipment required. We provide time estimates whenever possible. These are good-faith estimates and may change as the diagnosis progresses.

If additional diagnostic time is required beyond the initial quote to properly identify the issue, we will notify the customer and request authorization for additional hours. **If the customer declines additional diagnostic time**, the customer remains responsible for payment of all diagnostic work performed up to that point. Declining further diagnosis may limit our ability to fully resolve the vehicle's concern.

### 4. Intermittent, Sporadic & Hard-to-Replicate Issues

Many vehicle problems — especially electrical, sensor, or computer-related issues — are intermittent or only occur under specific conditions. In these cases:

- We will perform targeted tests and procedures designed to duplicate or trigger the reported symptoms.
- **Even if symptoms cannot be replicated** during testing, the time spent on systematic diagnosis, data logging, and analysis is billable.
- This work is necessary to properly address the concern, rule out possible causes, and provide an accurate assessment to the customer.

Complex intermittent issues often require more time and specialized expertise than straightforward problems. The customer is responsible for this diagnostic time.

## 5. Refunds, Cancellations & Warranty Adjustments

**Pre-Repair:** If a customer decides not to proceed with repairs after diagnostics but before any repair work has begun, refund requests will be reviewed on a case-by-case basis by management.

**After Repair Work Has Begun:** No refunds will be issued for diagnostic services or any repair work once repair work has started.

**Warranty Situations:** In certain warranty-related cases, we may prorate or adjust charges for additional work needed to fully resolve the issue. This is evaluated individually and offered as a goodwill measure when appropriate.

## 6. Dispute Resolution (Arbitration)

To ensure efficient and fair resolution of any disagreements, the customer and RP Euro Werks agree that any dispute arising out of or relating to diagnostic services shall be resolved through **binding arbitration** administered by the American Arbitration Association, rather than through a court of law. This arbitration agreement is mutual. Arbitration shall take place in Hidalgo County, Texas, and the arbitrator's decision shall be final and binding on both parties.

## 7. Governing Law

This Diagnostic Policy shall be governed by and construed in accordance with the laws of the State of Texas. Any disputes shall be resolved in the appropriate courts of Hidalgo County, Texas, or through arbitration as described above.

## 8. Amendments

Company reserves the right to modify this Diagnostic Policy at any time without prior notice. The latest version will always be available upon request or on our website.

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For questions about diagnostic services or to schedule an appointment, contact **RP Euro Werks** at (956) 917-9897 (Business) or (956) 400-9149 (Personal), or email [support@rp-automotive.com](mailto:support@rp-automotive.com).

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***By authorizing diagnostic services on your vehicle, you acknowledge that you have read, understand, and agree to the terms of this Diagnostic Policy.***