



# PrimeStar Automotive

## Complex Diagnostics Authorisation & Pre-Approval Policy

### PURPOSE:

This policy applies to complex vehicle diagnostics where the root cause of the problem is not immediately apparent and may require in-depth electrical, engine management, transmission, or other specialised fault tracing.

### AUTHORISATION:

By signing this agreement, the customer authorises PrimeStar Automotive to:

1. Perform comprehensive diagnostics as required to identify the fault(s).
2. Replace components necessary to continue diagnostics if existing parts prevent accurate testing (e.g., failed battery, faulty sensors, blown fuses, corroded wiring).
3. Use professional judgment to recommend and install such components, within the pre-approved budget set below.

### BUDGET & PRE-APPROVAL:

Customer Pre-Approved Budget: \$\_\_\_\_\_ (incl. GST)

This budget covers:

- Labour for diagnostics.
- Replacement of essential components required to continue testing.
- Consumables (fuses, connectors, test materials).

If the cost of essential parts exceeds the pre-approved budget, PrimeStar Automotive will seek additional approval before proceeding.

### CUSTOMER ACKNOWLEDGEMENT OF COMPLEXITY:

The customer understands that:

- Diagnostics of complex faults may require staged replacement of parts purely for testing and fault elimination.
- Replaced components may or may not be the final cause of the fault.
- Accurate diagnosis may require several hours of skilled labour and use of specialised tools.
- A flat or faulty battery is a common cause of diagnostic interruptions, and replacement may be mandatory to



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proceed.

### DEPOSIT REQUIREMENT (COMPLEX DIAGNOSTICS):

A deposit equal to [XX%] of the customer's pre-approved budget will be required before diagnostics begin.

- This deposit will be applied as part payment toward the total invoice for diagnostics, parts, and repairs.
- The deposit is non-refundable once parts are ordered or work has commenced.
- If the customer elects not to proceed after work has commenced, the deposit will be used to cover labour, parts, and consumables already used.
- Remaining costs above the deposit amount must be paid in full before vehicle release.
- If payment is not made, PrimeStar Automotive may apply the Queensland Uncollected Goods Act 1967 to recover costs.

### IF CUSTOMER DECLINES TO PROCEED:

If the customer decides to stop diagnostics before completion:

1. All work performed to that point will be invoiced at the agreed labour rate (\$\_\_\_\_/hr).
2. Any fitted parts or components will be invoiced and remain in the vehicle unless otherwise agreed.
3. Full payment must be made before the vehicle is released.
4. If payment is not made, PrimeStar Automotive may apply the Queensland Uncollected Goods Act 1967 to recover costs and store/dispose of the vehicle in accordance with the law.

### CUSTOMER DETAILS:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Vehicle: \_\_\_\_\_

Rego: \_\_\_\_\_

### SIGNATURES:

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

PrimeStar Automotive Representative: \_\_\_\_\_ Date: \_\_\_\_\_



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## *Complex Diagnostics Authorisation & Pre-Approval Policy*

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