



Shop Policies & Regulations

Payment for Services:

The Auto Shop gladly accepts all major credit cards, cash, cashier's checks, CFNA and EasyPay Finance for repairs and services completed at our facility. Vehicles will not be released until payment is made in full for the full invoice amount.

Consumer Finance Options:

Our staff will gladly assist you in obtaining third party financing through CFNA or EasyPay Finance for the payment of your invoice. We are not agents or employees of these third party organizations and are unable to answer account specific questions. If you have questions regarding your account you will need to contact the third party lender directly.

Authorization for Repairs:

Your signature, digital or physical, is acceptable for authorizing repairs and services on your vehicle. You will be prompted to acknowledge your repair estimate through text, email or in person and to approve the repair estimate prior to commencement of services.

Deposits:

Some special order parts will require a deposit prior to ordering of the part. All deposits are non-refundable.

Discounts:

TAS offers great service specials and promotional prices from time to time. Please mention your coupon and/or discount code prior to authorizing service. Please note that only one discount and/or coupon can be utilized per invoice.

Loaner and Rental Vehicles:

We are happy to furnish loaner cars when they are available. Please read the loaner car agreement for important terms and conditions of the loaner vehicle and for explanation of your responsibilities and obligations while utilizing one of the loaner vehicles.

Towing:

All towing is provided by a third party vendor. Towing is not complimentary and is not covered by your warranty. If your warranty was properly registered by you at ProntoAutoCare.com you could be eligible for towing reimbursement.

Warranty:

Your warranty is limited to the terms and conditions that you accepted and acknowledged when you executed your repair invoice with The Auto Shop. Please see the terms and conditions of your warranty coverage at TheAutoShop.com or on your original repair invoice.

Repair Completion:

We do our best to estimate the time and date when your services will be completed. Due to many unforeseeable and uncontrollable circumstances, we can only provide an estimate of completion time and not a guarantee. We appreciate your patience while our professional staff works hard to ensure your vehicle is repaired and serviced properly.

Refunds:

Under no circumstances will The Auto Shop provide a refund for parts or services. All services are backed by a warranty to prevent any situation where a refund might be necessary.

Vehicle Pick-Up:

We expect that you pick-up your vehicle within two business days after completion of services. Should you not pick-up your vehicle and/or pay the balance of your repair invoice we will initiate a daily storage charge of \$30.00 per day until you pay your balance in full and pick-up your vehicle. Furthermore, if formal notification of storage charges and/or foreclosure of a mechanic's lien must be sent your account will be charged an administrative charge of \$139.00 to cover the time and expense of preparing and sending these documents as required. **If you need additional time to pay your invoice or pick-up your vehicle, please, talk to your service advisor and make arrangements in advance!**