



Fair Business Practice Terms and Conditions

1752 HWY 21 North Springfield, GA 31329
Support@Georgiadieselgaragellc.com
912-223-6847

This form documents your understanding of our business practices. Georgia Diesel Garage, L.L.C. must receive the Customer's agreement to these terms and conditions before we will begin work on any vehicle. By accepting the estimate via signature or electronic signature and providing Georgia Diesel Garage, L.L.C with a deposit, the Customer is authorizing Georgia Diesel Garage, L.L.C. to conduct repairs on the vehicle and agrees to do business with Georgia Diesel Garage, L.L.C. In connection with the repairs to be conducted, the Customer specifically agrees to the following Terms and Conditions:

Operating Procedures

1. The Customer authorizes Georgia Diesel Garage, L.L.C. to test drive and move the vehicle as necessary provided that the vehicle's registration and insurance are valid and current.
2. Georgia Diesel Garage, L.L.C. may take pictures and/or video of the exterior and/or interior of the vehicle in relation to any repairs/service.
3. To ensure the safety of our customers and technicians, customers are NOT permitted unescorted on Georgia Diesel Garage, L.L.C. grounds. Please call to schedule an appointment or to retrieve belongings out of the vehicle.
4. Georgia Diesel Garage, L.L.C. is not responsible for any damaged, missing, or stolen property that is left unattended or in an unlocked vehicle.
5. Georgia Diesel Garage, L.L.C. does NOT make promises regarding completion dates. Jobs are scheduled in the order they come in. If a job is waiting on the customer's approval, the arrival of parts, or other in-progress work, the job will be scheduled as per the next available opportunity.
6. As we work on customer vehicles, a call may go to voicemail, please understand we will return your call as quickly as possible. Please expect an email reply within 2 business days of receipt.

Labor Rates

Inspection for pre purchase vehicle: \$150 flat charge
Diagnostic hookup fee: \$125 flat charge
Basic Troubleshoot on top of Diag Fee: \$125hr maximum 3hrs, minimum 1hr
Basic Troubleshooting without Diag Fee \$150hr maximum 3hrs, minimum 1hr
Electrical Troubleshooting: \$175hr minimum 3 hrs
PM Service Rate: \$125
Shop Repair Rate \$160
Customer Supplied parts: \$200

Payments

7. ALL diagnostic fees must be paid upfront before Georgia Diesel Garage, L.L.C. will connect the computer to the vehicle for diagnosis.
8. ALL parts must be paid for up front before the job starts. If Georgia Diesel Garage, L.L.C. must order more parts, the customer must approve and pay for the parts as soon as Georgia Diesel Garage, L.L.C. requests the payment. A late fee of \$5.00 per day WILL be applied if the parts have not been paid for within two (2) days of request by Georgia Diesel Garage, L.L.C.

9. Georgia Diesel Garage, L.L.C. can ask for any additional payments as they feel is needed and the customer MUST pay. A late fee of \$5 per day WILL be applied if the payment has not been received within two (2) days of request by Georgia Diesel Garage, L.L.C.
10. **A 3.5% Credit / Debit Card Processing fee will be applied to any invoice that is paid with CARD. To avoid this fee, cash is accepted. We do not accept PERSONAL CHECKS.**

Sales

11. ALL Deposits, Diagnostic Fees, Shop Supplies, Machine Shop Fees are NON-REFUNDABLE.
12. All Battery sales, ECM Sales, Programmers, Tuner sales are final.
13. All troubleshooting Labor Must be paid for before any other work is completed.
14. All parts that we purchase from non-preferred retailers are subject to a 15% upcharge. The upcharge is non-refundable.
15. Vehicles will NOT be released unless paid in full. Additional storage fees will be accrued if the vehicle remains on-site after discharge. ALL vehicles completed and NOT picked up within 5 days will be charged a **\$25.00** per day Storage fee.
16. All labor is tracked with Intuits time and location tracking software. The labor is an *estimate*. If the job exceeds the estimated time, Customers will be charged the *actual* completion time of Georgia Diesel Garage, L.L.C. In no event will labor be less than the minimum quoted time.
17. If Georgia Diesel Garage L.L.C. must travel off-site to purchase additional parts for an existing job or deliver/retrieve parts for a customer vehicle to any location e.g., the Machine Shop, the customer will be charged for this time.

Other

18. A diagnosis is simply a diagnosis. Georgia Diesel Garage L.L.C. is not responsible for any misdiagnosed issues with the vehicle or failure of the diagnostic equipment.
19. Georgia Diesel Garage L.L.C. is not responsible for an unexpected outcome if a customer withholds information on a vehicle or its history resulting in additional costs or delays in completion.
20. All repairs are performed in accordance with vehicle manufacturer standards and specifications.
21. Georgia Diesel Garage L.L.C. is not responsible for and cannot guarantee the reliability or re-use of any parts that may break, strip, crack or become damaged in the removal or installation of a job.
22. Used parts will be scrapped or discarded as appropriate, unless said part is returned for a core.
23. Georgia Diesel Garage, L.L.C. is expressly authorized to terminate the repair process and relationship for unprofessional, assaultive, or other illegal behavior from the customer. Authorities may be notified if necessary. Any and all additional fees (e.g., attorney fees, court costs, tow, storage, and other damages) shall be the responsibility of the customer. Georgia Diesel Garage, L.L.C. is not responsible for customer behavior, or the additional fees incurred as a result of their actions.
24. All warranty information is located on our website: Georgiadieselgaragellc.com under the services tab.

*****This form is distributed to all customers and attached to the estimate and/or invoice. It can be found posted in the establishment in plain view and is also on our website. *****

Georgia Diesel Garage, L.L.C. is 100% Veteran Owned and Operated.
We are a small business and we pride our work on quality, accuracy, and safety.