



**GEORGIA
DIESEL
GARAGE
L.L.C.**

Fair Business Practice

This is not a contract; but a form to document your understanding of our business practice. Without your written agreement with these terms, we will NOT work on your vehicle.

By accepting the estimate and providing Georgia Diesel Garage L.L.C with a deposit, verbal acceptance or written, 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.

- The customer authorizes Georgia Diesel Garage, L.L.C. to test drive the vehicle as necessary providing registration & insurance is valid and current.
- Georgia Diesel Garage, L.L.C. may take pictures and/or video of the exterior and/or interior of the vehicle in relation to repairs/service.
- To ensure safety, 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.
- Georgia Diesel Garage, L.L.C. is not responsible for any damage, missing or stolen property left unattended or in an unlocked vehicle.

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.

Georgia Diesel Garage, L.L.C. is a small business. We pride our work on quality, accuracy, and safety.

As we work on customer vehicles, a call may go to voice mail, please understand we will return your call as quickly as possible. Please expect an email reply withing 2 business days of receipt.

Payments:

ALL diagnostic fees must be paid before we connect the computer to the vehicle.

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 per day WILL be applied if the parts have not been paid for within 2 days of request by Georgia Diesel Garage, L.L.C. .

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 2 days of request by Georgia Diesel Garage, L.L.C. .

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:

ALL Deposits, Diagnostic Fees, Shop Supplies, Machine Shop Fees are NON-REFUNDABLE.

All Battery sales, ECM Sales, Programmers, Tuner sales are final.

All troubleshooting Labor Must be paid for before any other work is completed.

All parts we do not purchase from one of our retailers that we are an authorized dealer for will be subject to a 15% upcharge. The upcharge is non-refundable.

Vehicles will NOT be released unless paid in full. (Additional storage fees will be applied if 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.

Labor: \$95 Diagnostic Fee, \$115 Hourly Labor Rate

All labor is tracked with intuit's time and location tracking software. The labor is an *estimate*, customers will be charged the *actual* time it took Georgia Diesel Garage, L.L.C. to complete the Job, but no less than the minimum quoted time.

If Georgia Diesel Garage 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:

- 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.
- 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.
- All repairs are performed in accordance with vehicle manufacturer standards and specifications.
- 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.
- Used parts will be scrapped or discarded as appropriate, unless said part is returned for a core.
- Georgia Diesel Garage, L.L.C. is empowered to and will terminate the repair process and relationship for unprofessional, assaultive, or other illegal behavior from the customer. Authorities will be notified, and additional fees (e.g., legal, court, tow, storage, damage) may be charged to the customer. Georgia Diesel Garage, L.L.C. is not responsible for customer behavior, or the addition of fees incurred as a result of their actions.
- 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.

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