

## CUSTOMER AUTOMOTIVE TECHNOLOGY REPAIR POLICY

To: All persons requesting work in the automotive technology lab.

From: The Lamar Tech Center Automotive Faculty.

Note: Please read this carefully before repair is done on your vehicle in the automotive lab.

To understand how the automotive lab works, it is necessary to examine the policy below:

1. All work done in the auto lab will be done by students under the direct supervision of an instructor.
2. Warranty only on the "parts" which has a retailer warranty.
3. Customer may have an additional charge for replacement of a warranty part.
4. Acceptance of a vehicle is up to the INSTRUCTOR'S discretion.
5. The Lamar Tech Center auto lab will only accept cars that will benefit the student's education.
6. The amount of time needed to complete a job will vary from vehicle to vehicle, and from student to student. This makes it impossible to predict the length of time needed to complete the work on any given vehicle.
7. Vehicle repairs will be charged a lab fee determined according to book "flat rate" time and not less than ten dollars.
8. All bills must be PAID IN FULL before car is released.
9. As part of the diagnostic/education process it may be necessary for students to test drive the vehicle. If you do not want the student to test drive your vehicle the auto lab may not be able to do repairs on your vehicle.

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

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

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

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

Make

Model

Year

Work Requested: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_

Today's Date: \_\_\_\_\_

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FOR STUDENT COMMENTS:

Cause:

Cure: