

# CUSTOMER RIGHTS

**As a valued customer of our service department, you are entitled to certain rights under the Code of Virginia.**

1. On request, if your repairs are to exceed \$25, we will provide you a written estimate of costs (parts and labor), plus estimated completion time.
2. No repair charge may exceed the written estimate by more than 10% unless you authorize the added work represented by the excess charge.
3. A fee of \$\_\_\_\_\_ will be charged to you for our time to diagnose the problem and prepare the estimate.
4. Requested estimates will be prepared between 10 a.m. to 4 p.m. during the workday.
5. You will be offered all replacement parts except warranty, core-charge, or trade-in parts required to be returned to the manufacturer or distributor.
6. Complaints may be made to the Consumer Protection Section in the Office of the Attorney General of Virginia.

