



Offices in Chickasha, Duncan & Lawton, Oklahoma  
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## SERVICE DEPARTMENT DETAILED TERMS & CONDITIONS

### Customer Repair Authorization

- By signing this Repair Order, the customer authorizes the repairs and services listed and agrees to the Repair Order MASTER Terms & Conditions provided by the repair facility.
- Customer acknowledges that diagnostic procedures require professional technician time and agrees to pay diagnostic charges whether or not repairs are ultimately authorized or completed.
- Customer further acknowledges that the diagnosis and repair of modern vehicles may require disassembly, specialized testing procedures, and extended technician time in order to properly identify and resolve vehicle concerns.
- Customer understands that diagnosis represents the technician's professional opinion based on conditions present at the time of inspection and that additional problems may be discovered during or after repairs are performed.
- Except for the limited labor warranty described below, all services are provided "AS IS." Any work performed on a Goodwill basis does not create any implied warranties.

### CUSTOMER INITIAL ACKNOWLEDGEMENTS

Customer acknowledges and agrees to the following conditions of service:

Diagnostic procedures require professional technician time and diagnostic charges apply whether or not repairs are authorized or completed.

Initials \_\_\_\_\_

Certain repairs require partial or complete disassembly ("teardown") to determine the cause of failure and diagnostic charges may apply even if repairs are declined.

Initials \_\_\_\_\_

Parts installed carry only the warranty provided by the manufacturer or supplier and are not independently warranted by the Shop unless specifically stated in writing.

Initials \_\_\_\_\_

Vehicles with high mileage, prior overheating, lubrication failure, or previous mechanical damage may experience component failure unrelated to the repairs performed.

Initials \_\_\_\_\_

Fuel required for testing and verification may be added to the vehicle and billed to the repair order if insufficient fuel is present.

Initials \_\_\_\_\_

Customer acknowledges that diagnosis and repair of complex mechanical systems may reveal additional unrelated failures due to age, mileage, prior damage, or normal wear.

Initials \_\_\_\_\_

Customer acknowledges they have read and agree to items 1-38 and the conclusion as listed below.

Initials \_\_\_\_\_

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### **1. Authorization to Perform Work**

Customer authorizes the repair facility (“Shop”) to perform the diagnostics, repairs, and services described on the Repair Order and to supply necessary parts, materials, and labor.

Customer further authorizes Shop personnel to operate the vehicle for purposes of inspection, testing, diagnosis, repair verification, and delivery.

### **2. Diagnostic and Inspection Charges**

Diagnostic testing requires professional technician time and specialized equipment.

Diagnostic charges apply regardless of whether the customer authorizes the recommended repairs.

Certain issues including electrical faults, intermittent concerns, warning lights, drivability conditions, and noises may require extended diagnostic procedures.

Diagnosis represents the technician’s best professional judgment based on available information at the time of testing.

### **3. Estimates**

Any estimate provided is based on an initial inspection only.

Additional repairs may become necessary if hidden damage, additional failures, or worn components are discovered during the repair process.

Customer authorization will be obtained before performing additional repairs whenever reasonably possible.

### **4. Advance Deposits**

The Shop may require a deposit or advance payment prior to beginning certain repairs.

Deposits may be required for:

- Special order parts
- Major mechanical repairs
- Extended diagnostics
- Repairs requiring substantial disassembly

Deposits will be applied to the final repair invoice.

Special order parts may be non-refundable once ordered.

### **5. Parts**

Parts installed may include:

- New parts
- Remanufactured parts
- Reconditioned parts
- Used parts
- Aftermarket equivalent parts

depending on availability and customer authorization.

The Shop does not manufacture parts and therefore provides no warranty on parts beyond the warranty offered by the manufacturer or supplier.

All parts warranties are administered solely by the manufacturer or supplier and are subject to their terms, limitations, and approval.

### **6. Limited Labor Warranty**

Labor performed by the Shop is warranted for 30 days from the date of service.

This warranty covers re-performance of the specific repair originally performed if the labor is determined to have been completed incorrectly.

This warranty does not cover:

- Failures caused by defective parts

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- Failures of unrelated vehicle components
- Normal wear and tear
- Pre-existing vehicle conditions
- Customer misuse or neglect
- Repairs performed by other repair facilities
- Customer supplied parts

Maximum liability under this warranty is limited to the amount originally charged for the labor portion of the repair.

### **7. Disclaimer of Implied Warranties**

Except for the limited labor warranty described above, all services are provided “AS IS.”

The Shop expressly disclaims all implied warranties, including but not limited to:

- Implied warranty of merchantability
- Implied warranty of fitness for a particular purpose

No employee or representative of the Shop may modify these limitations unless such modification is in writing and signed by Shop management.

### **8. Customer-Supplied Parts**

Installation of customer-supplied parts is discouraged.

If customer-supplied parts are installed:

- No warranty is provided on parts or labor
- The Shop assumes no responsibility for part compatibility or performance
- Additional labor required due to defective parts will be billed to the customer

### **9. Fuel for Testing**

Certain repairs and diagnostics require operation of the vehicle.

Customer agrees that adequate fuel must be present in the vehicle for testing.

If insufficient fuel is present, the Shop may add fuel as necessary and charge the cost to the Repair Order.

### **10. Rust and Corrosion Disclaimer**

Due to age and environmental exposure, vehicles may contain rusted or seized fasteners and components.

During normal repair procedures, such components may break or require replacement.

The Shop is not responsible for damage resulting from removal of rusted or seized components, and additional parts or labor required will be billed to the customer.

### **11. Electronic System and Module Risks**

Modern vehicles contain complex electronic control modules and software systems.

During diagnostic or programming procedures:

- Control modules may fail due to age or internal defects
- Software updates may reveal unrelated faults
- Programming may require additional repairs

The Shop is not responsible for failures caused by pre-existing internal electronic defects.

### **12. High Mileage Vehicle Disclaimer**

Vehicles with significant age or mileage may experience additional failures during or after repair due to normal wear.

Repairs performed on one system cannot restore the entire vehicle to new condition.

The Shop cannot guarantee the reliability or future performance of unrelated vehicle systems.

### **13. Major Component Failure Disclaimer**

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Failure of major components such as engines, transmissions, or other systems after service does not imply that prior repairs caused the failure unless the failure is directly related to the repair performed.

#### **14. Teardown Authorization**

Some repairs require partial or complete disassembly to determine the cause of failure.

If the customer declines recommended repairs after teardown inspection, diagnostic and labor charges for disassembly will apply.

Reassembly charges may also apply if the customer elects not to proceed with repairs.

#### **15. Vehicle Test Drive Authorization**

Customer authorizes Shop personnel to operate the vehicle on public or private roads for purposes of diagnostics, testing, and repair verification.

Mechanical failure during testing may occur due to pre-existing vehicle conditions.

#### **16. Pre-Existing Vehicle Conditions**

Vehicles may contain mechanical or electrical problems unrelated to the requested repair.

Repairs to one system may reveal additional failures in other components.

The Shop is responsible only for repairs specifically authorized on the Repair Order.

#### **17. Repair Comeback Limitation**

The Shop's responsibility is limited solely to the specific repair operations listed on the Repair Order.

If a concern arises, the vehicle must be returned to the Shop for inspection.

The Shop's liability is limited to re-performing the repair or refunding the original labor charge, at the Shop's discretion.

#### **18. Consequential Damage Limitation**

The Shop is not responsible for consequential damages including but not limited to:

- Towing charges
- Rental vehicles
- Loss of vehicle use
- Lost wages
- Inconvenience

#### **19. Storage Fees**

Vehicles not picked up within three (3) days after notification of completion may incur daily storage charges.

#### **20. Payment Terms and Mechanic's Lien**

Payment for repairs is due upon completion unless other arrangements are made in writing.

The Shop reserves the right to retain possession of the vehicle until payment is received, as permitted under applicable mechanic's lien laws.

#### **21. Personal Property**

The Shop is not responsible for loss or damage to personal belongings left in the vehicle.

Customers are encouraged to remove valuables prior to service.

#### **22. Liability for Loss or Damage**

The Shop is not responsible for loss or damage caused by:

- Fire
- Theft
- Weather

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- Vandalism
- Natural disasters
- Events beyond reasonable control except where required by law.

### **23. Right to Refuse or Stop Work**

The Shop reserves the right to refuse or discontinue work if:

- The requested repair presents a safety concern
- Recommended safety repairs are declined
- The vehicle is unsafe to operate
- The requested repair may cause further damage

### **24. Environmental and Shop Supply Charges**

Certain repairs require materials and supplies that cannot be itemized individually.

The Shop may charge a shop supply or environmental fee to cover consumable materials and disposal costs associated with repair operations.

### **25. Abandoned Vehicles**

Vehicles left unpaid or unclaimed may be processed in accordance with applicable state abandoned vehicle and mechanic's lien laws, which may include sale of the vehicle to recover repair and storage charges.

### **26. Shop Safety and Compliance**

The Shop may decline or discontinue repairs that would violate safety regulations, environmental laws, or manufacturer service procedures.

The Shop shall not be responsible for damages resulting from a customer's refusal to authorize recommended repairs required to safely complete a service.

### **27. Unrelated Failure / Chain Reaction Disclaimer**

Modern vehicles contain complex mechanical and electronic systems. Repairs to one system may reveal or accelerate failures in other components that were previously worn, weakened, or damaged.

Customer acknowledges that repairs performed by the Shop may expose or reveal **pre-existing mechanical conditions or failures in unrelated systems**.

The Shop is responsible only for the **specific repairs authorized and performed**, and shall not be responsible for failures in unrelated components that occur before, during, or after the repair process.

### **28. Intermittent Condition Disclaimer**

Certain vehicle conditions may be intermittent and may not be present during testing or diagnosis.

These may include but are not limited to:

- Warning lights
- Electrical faults
- Noises or vibrations
- Drivability conditions
- Starting concerns

Because such conditions may not occur during testing, the Shop cannot guarantee that a specific repair will permanently resolve an intermittent condition.

### **29. Aftermarket and Modified Vehicle Disclaimer**

Vehicles that have been modified from original factory specifications may present diagnostic challenges.

The Shop is not responsible for failures, malfunctions, or compatibility issues related to:

- Aftermarket parts

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- Performance modifications
- Electrical modifications
- Lift kits or suspension modifications
- Non-OEM electronics or accessories

Additional diagnostic time may be required when working on modified vehicles.

### **30. Customer Delay in Authorization**

Delays in customer authorization of repairs may result in additional diagnostic time or additional failures due to the vehicle remaining in an unrepaired condition.

The Shop shall not be responsible for additional damage resulting from delays in repair authorization.

### **31. Safety Related Repair Refusal**

If a customer declines recommended repairs that affect vehicle safety or reliability, the Shop may decline to perform the requested service.

The Shop shall not be responsible for damages resulting from the customer's refusal to authorize recommended repairs.

### **32. Vehicle Storage and Lot Liability**

Vehicles stored on Shop property remain the responsibility of the vehicle owner.

The Shop shall not be responsible for damage caused by:

- Theft
- Fire
- Weather
- Vandalism
- Acts of nature
- Other events beyond reasonable control

except where required by applicable law.

### **33. Third-Party Warranty Companies**

Repairs involving third-party warranty companies or service contracts may be subject to approval delays, coverage limitations, or claim denials.

The customer remains responsible for all repair charges not approved or paid by the warranty provider.

### **34. Diagnostic Time vs Repair Time**

Diagnostic time is separate from repair time.

Diagnostic time includes:

- Testing systems
- Scanning electronic modules
- Researching technical service information
- Confirming repair solutions

Diagnostic charges apply regardless of whether repairs are performed.

### **35. Shop Equipment and Testing Risk**

Some repairs require specialized equipment, lifting devices, and diagnostic equipment.

Mechanical failure during testing or operation may occur due to **pre-existing mechanical conditions** within the vehicle.

The Shop is not responsible for failures caused by such underlying conditions.

### **36. Digital Communication Authorization**

Customer authorizes the Shop to communicate regarding repair status, estimates, and approvals using phone,

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email, or electronic communication methods.

Electronic approval of estimates or repairs shall be considered equivalent to written authorization.

### **37. Severability Clause**

If any provision of these Terms & Conditions is determined to be unenforceable under applicable law, the remaining provisions shall remain fully enforceable.

### **38. Entire Agreement**

These Terms & Conditions constitute the entire agreement governing repair services between the Shop and the Customer.

No oral statements or prior agreements shall modify these Terms unless agreed to in writing by Shop management.

### **In conclusion:**

- **Customer authorizes the Shop to photograph or video record vehicle components for the purpose of documenting vehicle condition, diagnostic findings, and repair procedures. Such documentation may be used for internal records, warranty claims, or dispute resolution.**
- **The Shop reserves the right to refuse repairs that would require technicians to perform unsafe procedures or that would violate manufacturer service procedures.**
- **The Shop shall not be responsible for delays or inability to perform repairs caused by events beyond its reasonable control including but not limited to parts shortages, supplier delays, weather events, utility failures, or governmental actions.**
- **Customer acknowledges that diagnosis and repair of complex mechanical systems may reveal additional unrelated failures due to age, mileage, prior damage, or normal wear.**
- **Customer acknowledges that they have read and agree to the complete Service Terms & Conditions available online at SolutionsAutoGroup.com and at the service counter.**

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

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