

# **CUSTOMER RIGHTS**

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1. At your request, you must be given a written estimate if repairs will exceed \$25. Estimates are available between the hours of \_\_\_\_ and \_\_\_\_.
2. If there is a charge for the estimate or diagnosis you must be told how much it will cost before the estimate is given.
3. The estimate must include separate totals for labor and parts, must give a description of the problem or work as described or authorized by you, and must include the estimated completion time.
4. You may not be charged more than 10% above the estimate unless you have authorized additional work.
5. The shop must offer to return all replaced parts, except trade-in or warranty parts. You have a right to examine all replaced parts.
6. If you have a complaint, contact the Fairfax County Department of Cable and Consumer Services at 703-222-8435.



REQUIRED BY:  
THE 1979 AUTOMOBILE REPAIR FACILITIES ACT