

YOUR CUSTOMER RIGHTS

You are entitled by law to:

1. A written estimate for repairs which will cost more than one hundred dollars, unless waived or absent face-to-face contact (see item 4 below);
2. Return or inspection of all replaced parts, if requested at time of repair authorization;
3. Authorize orally or in writing any repairs which exceed the estimated total presales tax cost by more than ten percent;
4. Authorize any repairs orally or in writing if your vehicle is left with the repair facility without face-to-face contact between you and the repair facility personnel.

If you have authorized a repair in accordance with the above information you are required to pay for the costs of the repair prior to taking the vehicle from the premises.

Instructions for printing:

- The title of the sign must be printed in letters at least one and one-half inches high.
- The remainder of the text must be at least three-quarters inches high.

Chapter 46.71 RCW requires all automotive repair facilities to post the above sign, or one that complies with all requirements outlined in RCW 46.71.031, in a place that can be easily viewed by customers.

For further information, call the Washington State Department of Revenue toll-free at 360-705-6705.