The purpose of this contract is to inform you of your responsibilities allowing Skagit Valley College Automotive Technology program to diagnose and/or repair your vehicle. The primary objective of this service is to provide a learning opportunity for the students. By signing below you are stating that you fully understand and agree to the following:

1. Warranty: No warranty on repairs expressed or implied. In exchange for having your vehicle diagnosed/repaired at no labor cost, you agree that Skagit Valley College, its instructors and/or its students will not be held responsible for any problems arising from work that we may or may not have performed on your vehicle. While we strive to insure that all work is done without error, mistakes occasionally occur and there is no way that the instructors can over-see all work that is done.
2. Lab Fee: A $100.00 lab fee is required for each course the customer vehicle is diagnosed and/or repaired in. This fee is due along with the cost of any parts purchased for the vehicle before it is released from the shop. Lab fees pay for the use of consumables such as shop towels, solvents, sealants, and environmental fees for the proper disposal of wastes.
3. Repair time line: We do not guarantee when repairs will be finished. The primary focus of our program is education, not production. We will make every effort to insure the work is done as carefully and efficiently as possible, while maintaining the best possible learning environment for the students. Courses are 5-6 weeks long and all work must be completed in this time frame.
4. Parts: We will not install customer provided parts. Due to warranty concerns and policies, all parts must be purchased through Skagit Valley College automotive program. You must provide written authorization either in person or via email before parts will be ordered for your vehicle. All parts costing more than $250 are subject to prepayment before ordering.
5. We are not responsible for lost or broken parts: When a project is disassembled, occasionally parts get misplaced, lost, or broken. The college is not responsible for replacing any such parts.
6. Restocking & Shipping Fees: If the customer declines repairs or changes their mind after giving authorization to order parts, that customer is responsible for any fees incurred to return the parts including shipping and restocking fees.
7. Project Type: Projects must relate to current curriculum in order to be considered for acceptance. For example students will not perform brake work during an electrical course, etc. Additionally the instructors reserve the right to refuse a job for any reason. We also reserve the right to stop work on a job once admitted and/or started if we determine that the work is beyond our capabilities, expertise, or equipment requirements.
8. Vehicle Payment & Pickup: Vehicles must be paid for at the time of pick up before the vehicle will be released. All vehicles must be picked up within three days of work completion: Vehicles left in the automotive building or parking area more than three days after completion will be subject to a fee of $10.00 per day added to the final bill. Vehicles left more than ten days will be towed at the owner’s expense unless otherwise prearranged with the automotive faculty. The lack of parking spaces requires immediate pick-up of your vehicle. Customer Service hours are Monday-Friday 7:30-12:30. Special arrangements must be made with department chair for after-hours drop-off or pick-up.

Print name here\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_ Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vehicle Year\_\_\_\_\_\_ Make\_\_\_\_\_\_\_\_\_\_ Model\_\_\_\_\_\_\_\_\_ VIN\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**A photocopy of your signed contract will be provided to you for your records.**

CUSTOMER RIGHTS (RCW 46.71)

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; |
| 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.