

# DiVita Auto Design

## Store Policies

Any damages of \$2,000 or greater require a police report and accident sticker whether covered by insurance or not as this is required by law. You have the right to have your vehicle's damage estimated and repaired at the auto body shop of your choice. Even if we aren't your insurance company's preferred repair shop, we guarantee all our own work for the lifetime you own the vehicle.

It is always our goal to have your services / repairs completed by the estimated completion date. Parts delays and other circumstances beyond our control can make this impossible to fulfill. We will do our very best to let you know the status of your vehicle so you have time to make transportation arrangements.

Due to limited space, all vehicles must be paid for and removed from our premises within 3 days of completion or you will be charged storage fees of \$10/day up to \$250/month for outdoor storage, or \$25/day up to \$500/month for indoor storage. This includes weekends and holidays.

We will always provide you with a written estimate that is good for 30 days. We cannot honor verbal or over the phone estimates. Please bring your written estimate with you. Please understand that an estimate is exactly as defined; an approximate calculation or judgment of the value, number, quantity, or extent of something. Your estimate is based on the services, rates, parts and materials we deem as required that can be identified during the inspection. If additional damage is found during the repair process, we'll re-inspect your vehicle and contact you with an updated estimate. You have the option to continue with the additional costs, or cease all work and pick up the vehicle. We cannot cover or waive any costs due to unforeseen circumstances.

DiVita Auto Design offers a limited lifetime warranty on all repairs unless otherwise stated upon drop-off, for as long as you own your vehicle. Warranty is not available on fender rolling as stated on your invoice and/or estimate. Parts/products warranties are specified by the manufacturer, not DiVita Auto Design, typically for 1 year from purchase date. Please ask us for details on parts warranties as DiVita Auto Design does not offer a warranty on parts purchased. Special order parts require payment in full up front and are non-returnable.

We do not accept personal cheques for payment. We will only accept cash, debit, Visa, Mastercard, and bank drafts. If your repair / service is estimated at over \$1000, we will need a 50% deposit prior to starting. If you need more than 3 days to prepare your deposit, please let us know in order to avoid additional fees.