



Authorization and Guidelines for Repairs

RO #:	Insurer #:

"Let's Get You Back On The Road"
H&V Collision Center

1615 Central Ave
 Colonie, NY 12205
 TIN# 270953785 DMV# 7109243
 Tel: 518-250-5840, Fax: 518-250-5837

7 Oakwood Ave
 PO Box 1658
 Troy, NY 12181
 TIN# 141772901 DMV# 7067401
 Tel: 518-273-1834, Fax: 518-273-0609

619 Quaker Rd
 Queensbury, NY 12804
 TIN# 261885490 DMV# 7105647
 Tel: 518-792-2473, Fax: 518-615-9432

2202 Route 50 South
 Saratoga Springs, NY 12866
 TIN# 453735402 DMV# 7113515
 Tel: 518-885-1140, Fax: 518-885-1084

Please be advised that I have authorized H&V AutoBody Inc. to conduct the repairs of my damaged automobile, and this document represents a repair contract I hereby authorize H&V AutoBody Inc. to attempt to return this vehicle to pre-accident condition as related to function and appearance. I will assist this repair shop in all aspects of the repair and insurance relations if applicable. The shop will assist in the claim process wherever legally possible if applicable. I am responsible for all reporting of all claim information. Repairs are to commence as soon as practical with regard to parts availability, insurance inspections and shop scheduling. This authorization extends to all supplemental repair needs.

This authorization includes necessary disassembly to inspect or confirm damage, estimate, or to diagnose damage. To free or open compartments, to empty, secure, protect or retrieve owner's belongings. To safeguard the vehicle, and its contents and to protect the property of others from environmental damage due to leakage from this vehicle or its accessories, components, or attachments. To dispose of accident debris as specified.

This shop will inform the parties Insurance & Consumer of deficiencies in the insurance specified repairs to achieve a goal of preloss condition. ANY ITEM OF REPAIR DENIED BY THE INSURER WILL NOT BE PERFORMED WITHOUT THE KNOWLEDGE OF THE VEHICLE OWNER OR REPRESENTATIVE. I am responsible for deductibles, depreciation, betterment, or prior unrelated damage deducted from any payment by the insurer. Furthermore I agree that they will fully and unconditionally hold harmless H&V AutoBody Inc., its employees, directors, affiliates, owners, managers, and their heirs from all actions, legal and otherwise, known or unknown, and from all expenses incurred to defend such actions from any entity, insurance company, or third party that may elect to take such action associated with the repair of this automobile.

I am required to secure payment to the shop. The repair shop may alter the insurance appraisal allowances to complete necessary repair. All completed repairs will be documented by way of a final invoice at the completion of repairs. ALL CONSUMER RIGHTS ARE RESERVED, INCLUDING COLLECTION OF DIMINISHED VALUE FROM ANY DAMAGE PERPETRATOR. If this document is transmitted by electronic means, it is agreed after 24 hours of its receipt, unless otherwise indicated in writing; all parties accept these terms.

Please read the reverse side of this order for specific, repair order guidelines. Signature below acknowledges acceptance and understanding of all guidelines.

_____ I would like to have the old parts back.

_____ I hereby authorize H&V Collision Center to repair my vehicle at any of its locations. The vehicle will be delivered to the customer at the location of Drop Off.

_____ I understand that Shop is NOT responsible for missing or damaged articles left in vehicles. All items of value have been removed or are left at the owners' risk.

 Signature

 Date

SPECIFIC REPAIR ORDER GUIDELINES

- 1) Damage evaluations are for visible repair needs excluding unseen unnoticed damage, worn or rusted parts. Parts are subject to verified price increase. An estimate fee may be charged at the discretion of the repair shop @ \$55/unit of time. All diagnostic services are calculated at \$55/unit of time. All parts proposed are new from the manufacturer of the vehicle unless otherwise noted. Shop assumes no liability for Insurer specified, like kind quality or non-OEM parts.
- 2) Parts will be returned to the owner only if prior written notice is received prior to the commencement Of repairs. Warrantee or exchange cores are excluded.
- 3) All charges for labor are computed by labor units or flat rate manual in units or dollars of labor. Actual elapsed work time may differ due to multiple workers and/or supervisor assistance. Labor Fees do not include parts or materials. All charges are subject to applicable sales tax.
- 4)* Storage charges will accrue if work process Is delayed or Is impeded due to work interference including but not limited to third party directives at the sole discretion of the repair shop @ \$35/Day Work bay(s) stall tie-up charged @ \$125. /day per bay. Lift, Frame or align. Rack tie-up @ \$60/hour \$55/per day indoors.
- 5)* Upon completion of repairs. All charges are due and payable in full. Storage will accrue @ \$35/day 48 hours after notification of completed repairs. After 15 days storage accrues. A mechanics lien may be filed under the provisions of section 184-201 of the NYS Lien Law, plus all costs and fees.
- 6)* If the vehicle Is determined a total loss, at anytime, Storage will be billed for all days vehicle is in the care, custody and control of this repair shop @\$35 or 125/day whichever Is applicable, less billed labor units.
- 7)* All service fees for; administration\$, insurance estimate specified procedures performed, shop estimate, review and documentation of deficiencies, diagnostic of damage, normal profit on specified purchased parts, plus all return and handling fees, in house towing, substitute vehicle charges, cleanup, package-up or assist salvage loading, plus any charges incidental to, must be paid before the vehicle will be released. Our substitute vehicle must be returned before release of vehicle or salvage.
- 8) The consumer understands this repair facility has no affiliation with any Insurance company and is hired and directed only by the consumer as specified on the reverse side.
- 9) All checks with lien holder endorsements, i.e.. Banks, Leasing Co., Credit Union, must be signed and released by the lien holder before the release of the vehicle.
- 10) Permission is hereby granted to operate vehicle, or sublet work to facilitate specified repairs at any of the Shop's locations for load leveling purposes.
- 11) No guarantee applies to any rust repair under any circumstances.
- 12) Glass breakage is possible while handling, cleaning removing glass to reuse, performing frame or uni-body repair. This shop assumes NO responsibility for glass breakage at anytime.
- 13) Manufacturer or I-CAR recommendations will be the standard for all repairs.
- 14) Workmanship on specified repairs will be warranted for as long as you own this vehicle, non Transferable. Provided our posted labor rate and all recommended repairs are completed and paid. If A labor rate or other concession is made by us to settle an Insurance claim. Our warranty will be Limited to one year on workmanship' Extended warranty is available at additional cost. Completion of Warranty work will be done at our shop or as approved by us.
- 15) If vehicle is released where final payment is due from any party, not limited to insurance co. In the event of non-payment or underpayment repair shop may retrieve repossess and file mechanics lien as though the vehicle never left the repair shop. All retrieval costs, storage and fees incurred will be paid before the vehicle will be released.
- 16) No vehicle will be released to salvage handler without the owners express permission.
- 17) Shop is not responsible for missing or damaged articles left in vehicles. All items of value have been removed or are left at the owners' risk.

* Unless otherwise specified in the agreement with the insurer.

§ Administration includes phone calls, communications faxes and discussions with anyone with regard to the vehicle repair or disposal.