

The individual listed in the "To" column above shall be referred to as Client.

Client certifies that he/she has legal authority to authorize repairs for the listed vehicle through ownership, lease rights, or written authorization from the owner.

Client authorizes Buddy's Auto to perform the repairs described in this contract, including any required on-road vehicle testing.

Client agrees to pay all listed parts and taxes upon authorization of repairs. Buddy's Auto will commence work once payment for parts and taxes is received.

Vehicles Over 10 Years or 100 000 Miles

Client acknowledges that older or high-mileage vehicles may exhibit age-related wear, corrosion, or brittle components that can cause unforeseen complications during repair, including seized or broken fasteners, hidden damage, or the need for additional parts or labor. Estimates are subject to change if such issues are found. Buddy's Auto will notify Client in writing before performing additional work. Buddy's Auto is not responsible for increased labor or parts costs due to vehicle age, rust, mileage, or prior repairs.

Privacy and Vehicle Access

For safety and privacy, dash cameras or recording devices may be temporarily disabled, covered, or disconnected during inspection or repair. Buddy's Auto is not responsible for loss of footage resulting from such deactivation. Client grants permission for this practice and waives any claim arising therefrom.

Client authorizes access to the glove box or secured compartments as reasonably required to complete authorized work. Buddy's Auto will exercise care but is not liable for loss or damage to personal items left in the vehicle unless due to gross negligence or willful misconduct.

Coolant and Freeze Protection

Client is responsible for ensuring proper coolant type and level at drop-off. Buddy's Auto shall not be liable for freeze-related damage caused by inadequate or incorrect coolant condition present upon delivery.

Insurance and Liability

Buddy's Auto maintains Garagekeepers Insurance covering direct physical loss or damage to vehicles in its care caused by fire, theft, or accidental damage. This insurance does not cover:

Pre-existing damage

Mechanical or electrical failures unrelated to services performed

Theft or loss from unlocked vehicles or keys left in vehicles without notice

Personal belongings or valuables inside vehicles

Acts of nature (hail, flood, etc.) unless explicitly covered

Unauthorized vehicle access on premises

Client should remove all valuables and maintain personal insurance for uncovered risks. Buddy's Auto is not liable for losses beyond its policy coverage.

Customer Self-Diagnosis

If Client self-diagnoses a problem and declines professional diagnostics, all quoted parts and services must be prepaid before work begins. Work will proceed solely per Client's request, and Buddy's Auto provides no warranty or guarantee under self-diagnosed conditions. Responsibility for incorrect diagnosis rests entirely with Client.

Parts Prepayment and Payment Terms

When repairs follow a professional diagnostic and total parts exceed \$400, Client must prepay the full parts cost before ordering. Labor is payable upon completion.



All balances are due in full upon completion of repairs and before vehicle release. An invoice showing all charges and outstanding balance will be provided. Buddy's Auto is not required to release the vehicle until payment is made in full.

If payment in full is not received within 3 days of invoice delivery, storage fees of \$50 per day begin on the fourth day. If payment remains outstanding 30 days after completion, Buddy's Auto reserves the right to sell the vehicle to recover costs incurred for authorized services.

Limited Warranty

Buddy's Auto provides a one-time warranty on qualifying repairs. This warranty matches the vendor's parts warranty, or defaults to 24 months/24,000 miles if none is provided, and covers one no-charge warranty repair for defects related to the original repair. After this one warranty repair is used, any further repairs or repeat issues must be paid at normal rates. No warranty applies to customer-provided parts, customer-diagnosed repairs, or issues unrelated to the original repair.

Direct Consultation Service

A Direct Consultation is an advice-only session for \$2.99 per minute, offered by phone for diagnostic guidance and information. No physical repairs are performed.

Phone consultations require a valid number. If unanswered, Buddy's Auto will make one additional attempt within five minutes; missed calls are forfeited.

In-person consultations allow a five-minute grace period; late arrivals beyond that are forfeited.

All sales are final. No refunds for missed or late appointments.

Client must provide a Vehicle Identification Number (VIN) and complete any diagnostic worksheets during the session. Accuracy of advice depends on information provided by Client.

During consultation, Buddy's Auto supplies diagnostic guidance and technical data based on Client-provided details. Buddy's Auto is not liable for damages, injuries, or losses resulting from advice followed, nor guarantees resolution of the issue. This service is advisory only and not a substitute for an in-person diagnostic inspection.

Tool Rental Policy & Liability Disclaimer: Buddy's Auto offers tool rentals in 2-hour sessions with an upfront deposit equal to 100% of the tool's purchase price. If the tool is returned within the first 2 hours, 75% of the deposit is refunded and 25% is retained as the rental fee. For each additional 2-hour period beyond the initial rental, Buddy's Auto retains an additional 25% of the deposit. If the tool is kept 8 hours or longer, it is considered purchased, no refund is issued, and Buddy's Auto retains the entire deposit. Retained rental percentages are cumulative and based on the original deposit amount. Buddy's Auto is not responsible for damage to the renter's property or for any injury resulting from the use or misuse of a rented tool. The renter assumes full responsibility and liability while the tool is in their possession. If a tool is returned damaged, altered, incomplete, or inoperable, Buddy's Auto will retain 100% of the deposit with no refund issued.

Conduct Policy

Buddy's Auto maintains a zero-tolerance policy for harassment. All work on the vehicle will cease immediately, without refund, if any employee or associate experiences harassment by Client. Client will have 3 business days to retrieve the vehicle, after which it will be removed by the next available wrecking company.

Entire Agreement

This contract represents the entire legal agreement between Buddy's Auto and Client. No promises or arrangements outside this contract and subsequent written repair authorizations are valid.

