Appendix D

Estimates

Estimates inform the customer of the costs associated with a repair. A sample estimate for a repair is provided on the next page. It outlines required information that must be provided to each customer before doing the work.

All estimates must disclose the following:

(a) A list of the parts to be provided with their prices;

(b) A disclosure whether the parts are new OEM, new, OEM surplus, used, rebuilt or reconditioned;

(c) An estimated price for labor and estimated labor time;

(d) The facility's registration number.

The Motor Vehicle Service and Repair Act requires a motor vehicle repair facility to provide their customers with a written estimate, itemizing as closely as possible the price for labor and parts necessary for a specific job prior to the commencement of work. These requirements can be met electronically if the repair facility complies with the following:

➢ The customer must agree to accept an electronic version of the estimate.

➢ If the customer declines an electronic estimate the repair facility must provide a printed estimate to the customer.

➢ Electronic devices and media may be used e.g. e-mail, cell phone, social media, etc. to present a customer with an estimate before repair services are performed.

➢ Providing an electronic estimate does not waive any requirement to comply with any other provision of the Act.

Electronic estimates must itemize all parts and services necessary for a repair and include all labor costs. An updated estimate may be offered electronically if costs exceed the original estimate. Electronic estimates may also be offered to customers for diagnostic and no charge estimates.

Repair facility owners must maintain in their records all copies of all estimates for three years.

Revised July 2018
**Tom's Speedy Service**  
321 Main Street  
Anytown, Michigan 48100  

**Estimate**  

**Estimate #000000**  
Date: July 22, 2015  

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**Name:** John Doe  
**Address:** 104 Main Street  
**City, State, Zip:** Anytown, Michigan 48510  
**Phone:** 555-234567

**Year, Make, Model:** '95 Chevy Monte Carlo  
**Engine type:** 4 Cyl.  
**Cyl.:** 8 Cyl.  
**Rot.:**  
**VIN:**  
**License No.:**  
**Odometer:** 55,495

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### DESCRIPTION OF SERVICE AND PARTS

<table>
<thead>
<tr>
<th>Part</th>
<th>Description</th>
<th>ESTIMATE</th>
<th>ACTUAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>18024931</td>
<td>Front brake pads</td>
<td>$54.30</td>
<td></td>
</tr>
<tr>
<td>14049331</td>
<td>Rotors (2 @ $22.50 each)</td>
<td>$185.04</td>
<td></td>
</tr>
<tr>
<td>Labor</td>
<td>Front Brake job (1 hour @ $60/hr)</td>
<td>$50.00</td>
<td></td>
</tr>
</tbody>
</table>

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**Subtotal:** $289.34

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**All parts are new unless otherwise stated.**

**You are entitled by law to the return of all parts replaced except those which are too heavy or large, and those required to be sent back to the manufacturer or distributor because of warranty work or an exchange agreement. You are entitled to inspect the part which cannot be returned to you.**

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_Revised July 2018_
<table>
<thead>
<tr>
<th>Item</th>
<th>Part No.</th>
<th>Description</th>
<th>Estimated Amount</th>
<th>Actual Amount</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>18024931</td>
<td>Front Brake Pads</td>
<td>54.50</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>14094932</td>
<td>Rotors</td>
<td>185.84</td>
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</table>

**SPECIAL REPAIRS**

**REPAIR ORDER - LABOR INSTRUCTIONS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Est. Time 10's</th>
<th>Estimated Amount</th>
<th>Actual Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Brake Job</td>
<td>1.0</td>
<td>50.00</td>
<td></td>
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</tbody>
</table>

**ALL PARTS ARE NEW UNLESS OTHERWISE STATED**

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE, AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

Estimate Increased Total: $  
Authorized by: John Doe

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**AUTHORIZED BY** John Doe

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**MICHIGAN REPAIR FACILITY REGISTRATION NUMBER**

F100000

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**Environ. Charges**

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**Special Repairs**

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**Gas, Oil, Grease**

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**Tires, Tubes**

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**Total**

290.34

**Tax**

14.42

**Less Deposit**

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**TOTAL AMOUNT**

304.76