

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.

Tom's Speedy Service

321 Main Street
Anytown, Michigan 48910

F100000



Phone: 555-555-5555
Fax: 555-555-5555
E-mail: someone@example.com

Estimate

Estimate #000100
Date: July 22, 2015

Name: John Doe
Address: 104 Main Street
City, State, Zip: Anytown, Michigan 48910
Phone: 555-123-4567

Year, Make, Model: '95 Chevy Monte Carlo
Engine type: 4 Cyl. 6 Cyl. 8 Cyl. Rot.
VIN: 2G1WW12M659332427
License No.: 123 CDP
Odometer: 55,495



DESCRIPTION OF SERVICE AND PARTS	ESTIMATE	ACTUAL
Part: 18024931 Front brake pads	\$54.30	
Part: 14094932 Rotors (2 @ \$92.50 each)	\$185.04	
Labor: Front Brake Job (One hour @ \$50/hr)	\$50.00	
Subtotal:	\$289.34	
	Tax:	
	Less deposit:	_____
TOTAL		



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.

