

APPENDIX E

WRITTEN INVOICE

A written invoice summarizes information about the completed repair of the customer's motor vehicle. Some information is required. The repair job shown on the next page, for *illustrative purposes only*, outlines required information. Written invoices must disclose the following information:

- (a) A description of the repairs requested, authorized and performed. This includes a detailed identification of all parts that were replaced and a notation as to which are new OEM, new, OEM surplus, used, rebuilt or reconditioned;
- (b) The estimated price of repairs;
- (c) The actual price of repairs;
- (d) A certification signed by a representative of the facility stating that the repairs were done properly or a detailed explanation of the facility's inability to complete repairs properly;
- (e) The name of the mechanic or mechanic trainee who performed the repairs. In the case of major repairs, the name and state certification number of the mechanic who performed, inspected, approved or supervised the repairs must be included;
- (f) The facility's registration number.
- (g) A repair facility does not have to guarantee its repairs. If it does, the guarantee must be in writing and must disclose the scope of the warranty, if any, including any limitations that may exist.

