

Our Facility Identification Number Is _____

**ACCORDING TO THE MOTOR VEHICLE REPAIR SHOP
REGISTRATION ACT, THIS REPAIR SHOP IS OBLIGATED TO:**

1. **Provide you with an estimate for all repair work**, but you must ask for it. A reasonable fee may be charged for the estimate. The repair shop may not charge you more than the price on the estimate unless you give them your permission to perform additional work.

READ YOUR ESTIMATE CAREFULLY!

2. **Perform only those repairs that you have authorized.**
3. **Provide you with a detailed invoice** of all parts supplied and labor performed.
4. **Return replaced parts to you** if the repair work was authorized over the telephone. Also, the replaced parts must be returned to you if you ask for them, in writing, before any work is done on your vehicle.
5. **Operate your vehicle only as directed** by you, or as necessary to repair or road test.
6. **Complete repairs in a prompt and timely fashion**, unless needed parts are unavailable or extraordinary circumstances prevent it.
7. **Notify you in writing before charging for storage.** The repair shop may not begin charging for storage until two business days after they have notified you to pick up the repaired vehicle.

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- Questions about the above information should be directed to the manager of this repair shop.
 - For further information please obtain Form C-17, "Know Your Rights In Auto Repair" from any DMV Office or visit our website at dmv.ny.gov.
 - If you are not satisfied that this repair shop is operating according to the Motor Vehicle Repair Shop Registration Act, you may send complaints to:

Bureau of Consumer and Facility Services - Complaint Unit
PO Box 2700 - ESP
Albany, NY 12220-0700
Or Call (518) 474-8943

Complaints must be made to DMV within 90 days or 3,000 miles after the repair, whichever comes first.