

Customer Automotive Technology Repair Policy 2020 - 2021 417-682-3384

To: All persons requesting work in the automotive technology lab.
From: The LCTC Automotive Faculty.
Note: Please read this carefully before any repair is done on your vehicle in the automotive lab.

To understand how the automotive lab works, it is necessary to examine the policy below:

1. All work done in the auto lab will be done by students under the direct supervision of an instructor.
2. Warranty only on the "parts" which has a retailer warranty.
3. Customer may have an additional charge for replacement of a warranty part.
4. Acceptance of a vehicle is up to the **INSTRUCTOR'S** discretion and **ALL customers must sign in at the LCTC Office. MASKS ARE REQUIRED FOR ENTRANCE.**
5. The LCTC auto lab will only accept cars that will benefit the student's education.
6. The amount of time needed to complete a job will vary from vehicle to vehicle, and from student to student. This makes it impossible to predict the length of time needed to complete the work on any given vehicle.
7. Vehicle repairs will be charged a lab fee determined according to book "flat rate" time and not less than ten dollars.
8. **ALL** bills must be **PAID IN FULL** before car is released.
9. As part of the diagnostic/education process it may be necessary for students to test drive the vehicle. If you do not want the student to test drive your vehicle the auto lab may not be able to do repairs on your vehicle.

CUSTOMER INFORMATION - PLEASE PRINT

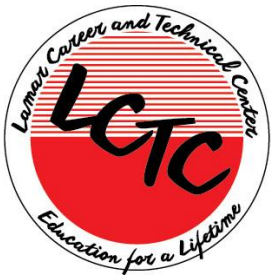
First Name _____ Last Name _____
Address _____ Zip Code _____
Home Phone _____ Cell Phone _____

VEHICLE INFORMATION

Make _____ Model _____ Year _____

Work Requested / What is your complaint with your vehicle

Customer Signature: _____



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Today's Date: _____

STUDENT COMMENTS:

Cause:

Cure: