**Kurt’s Kustom Automotive Restoration Services Warranty Policy**

Employees at **Kurt’s Kustom Automotive Restoration Services** (Kurt Kars) take pride in the work we do for our customers. We provide a six (6) month warranty on all labor, from the date the work is completed, against any defects in workmanship. Our parts warranty varies based on the manufacturer’s product warranty. After six (6) months from the date a part is installed the replacement labor costs is to be paid by the vehicle’s owner.

KurtKars uses DuPont paint products and warranties are based on the manufacturer’s (Exalta) warranty. Body work labor is covered under our six (6) month labor warranty. In some cases, vehicle design flaws can be the cause of rust or defects in vehicle body panels. Defects of this nature which are inherent to the design of the vehicle will be discussed with the vehicle’s owner prior to work taking place, and while KAR will suggest the necessary steps to deter damage from reoccurring, we cannot guarantee the same problem will not occur in the future.

**Kurt Kars ESTIMATE POLICIES**

Repairs and restoration to antique and or custom vehicles can vary in overall costs and time requirements depending on the amount of work a customer wishes to have done. KurtKars offers all aspects of work necessary to repair or restore vehicles including mechanical, fabrication, body and paint work, interior, chroming and detailing. Our staff takes pride in the workmanship performed for our customers and our goal is always to meet their expectations and the standards of the industry.

Written or verbal estimates are provided for all work to be performed and are discussed at length with each customer. Each estimate includes parts costs (which are subject to manufacturers’ price changes) and labor costs. Kurt Kars charges an hourly labor rate of $95.00. It is the responsibility of the customer to transport the vehicle to our shop for estimates or work to be provided. This includes any towing or hauling costs. Kurt Kars staff will go off site to provide estimates for work on a vehicle that cannot be brought to our shop for evaluation. Any charges for off site inspection will be deducted from the final restoration invoice should the job be booked.

Off site estimates will be billed at our hourly rate plus travel costs. It is important to keep in mind that, while Kurt Kars bases each estimate on our experience and past services provided, no two cars are the same especially when dealing with antique or custom vehicles. Difficulty in finding replacement parts, damage hidden by paint and/or previous repairs, old parts which may fail during removal due to age, rust, etc. can all occur. These types of occurrences may increase or decrease estimates. Therefore, estimates are given for ***reference only*** and are subject to change. Kurt Kars management will keep our customers informed throughout the restoration process and will review any changes from the original estimate as required by law.

**Kurt Kars PAYMENT POLICIES**

Payment plans will be discussed with a customer at the time an estimate is created. A 20% deposit of the estimated amount is required to be paid before any work begins. All custom parts or custom orders must be prepaid.

Customer invoicing occurs on a seven (7) or Thirty (30) day billing cycle depending on the size and scope of the work to be performed. Payment is due upon receipt of each invoice. In the event payment is not received in a timely fashion, work on the vehicle will be stopped until payment is received. In order to keep jobs running smoothly and on schedule, any vehicle not being worked on due to lack of payment will be removed from the shop 7 days after invoice is overdue and may be stored outside at the customer’s risk. A storage fee of $25 per day will be charged after 7 days.

In the event that ninety (90) days passes without the customer making arrangement for payment, a mechanic’s lien will be placed on the vehicle and put up for auction as state law requires.

Long term projects may require a larger original deposit and can be billed in 20% advanced increments until the job is completed. No vehicle will leave our shop until final payment is received and cleared.

These policies have been established in order to best serve our customers and to insure a well run shop. If you have any questions regarding these policies, please be sure to discuss them either in person, by telephone or email with our management team.

No alternations to these policies will be made except in writing and when signed and dated by the General Manager.

*I have read and understand the terms and policies of this form.*

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*Please print name*

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*Signature*

Dated 12/2013