



DMV REGISTERED REPAIR SHOP NOTICE TO CONSUMERS

Our Facility Identification Number Is _____

PURSUANT TO NYS LAW, THIS REPAIR SHOP IS REQUIRED 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**, but you must ask for them in writing, before work begins or, if the repair work was authorized over the telephone, they must be offered to you when the vehicle is picked up.
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** (with rare exceptions).
7. **Notify you in writing before charging for storage.**
 - You cannot be charged for storage until 2 business days after they have notified you to pick up the vehicle.

If you are not satisfied that this repair shop is operating according to the Motor Vehicle Repair Shop Registration Act, visit dmv.ny.gov/contact-us or call (518) 474-8943.

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

THIS SIGN MUST BE CONSPICUOUSLY DISPLAYED IN A PLACE WHERE CUSTOMERS ARE LIKELY TO SEE IT.

