

Notice to Customers

A 1. Unless otherwise specified, labor time billed is flat rate time estimated for each job in industry manuals and not actual time spent.

B 2. All parts and labor are warranted for 90 days or 4000 miles, whichever occurs first.

C 3. All labor performed and parts replaced were necessary to perform repairs.

D 4. All parts are new unless otherwise specified. U = Used
R = Rebuilt

E **NOTICE:** Under certain circumstances, the repair facility may not be responsible for damage to the customer's vehicle while it is on the facility's premises. You should ask the management about the extent of its responsibility and its insurance coverage.

Customer's Signature

Business Name
Address
Phone Numbers

Montgomery County Reg No.

F **NOTICE:** Manufacturer Special Policy Adjustment Programs
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins either from the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

QTY	PART NO. & DESCRIPTION G H	AMOUNT	MECH NUMBER	WORK DESCRIPTION G L	TIME	AMOUNT
	TOTAL PARTS			I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily. M _____ Manager's Signature THANK YOU	LABOR	
	TOTAL SUBLET WORK		PARTS			
	GALS. GAS		SUBLET			
	QTS.ENGINE OIL		GAS/OIL			
	TRANS. FLUID		TAX			
	TOTAL GAS/OIL/ATF					
			TOTAL DUE			

NAME J		DATE OF INVOICE
ADDRESS J		DATE PROMISED K
CITY, STATE, ZIP J		DAY PHONE
LICENSE NO. J	ODOMETER READING J	OTHER PHONE
YEAR MAKE AND MODEL J		ORDER WRITTEN BY
VIN		

**Montgomery County
Office of Consumer Protection
100 Maryland Avenue, Room # 330
Rockville, MD 20850
240 – 777 - 3636**

INFORMATION FOR REPAIR FACILITIES

Both State law MD Comm. Code 14-1001 and County Code 31A require you to give the customer a written invoice showing the work you have performed on a motor vehicle. You must provide the invoice even if there is no charge for the work. The law also requires the invoice to contain certain information.

This sample invoice contains all of the information required by law. You can use it as a model, but your invoice does not have to look exactly like our sample. You can change the size of the invoice and the location of each item, but the disclosures must be clear and conspicuous and all legally-required information must be included.

On the sample invoice, there are letters of the alphabet that correspond to the AUTO REPAIR INVOICE KEY. For example, the letter D next to a section on the sample invoice corresponds to the letter D in the AUTO REPAIR INVOICE KEY. Here, you'll find a summary of the law requiring the invoice to specify if any used or rebuilt parts were supplied. The AUTO REPAIR INVOICE KEY has plain language summaries of the motor vehicle repair laws, with additional explanatory information. The summaries are followed, in parenthesis, by citations that tell where each section appears in County or State law. For more information, please contact us at **240-777-3636**. Downloadable copies of the laws are available at:

AUTO REPAIR INVOICE KEY

A You must disclose whether you charge for labor by the clock hour or use the flat rate method. If by the clock hour, the invoice shall itemize the labor charges and also state:

- * Time spent on each service
- * Labor cost of each service
- * Total time and labor charges

(County Code 31A-11(a)(5) and (6))

B Every final invoice or work order shall specify any express warranty of parts or workmanship. If you place any limitations on the warranty, such as "Customer must return to this shop for all warranty repairs", the limitation must also be disclosed in writing on the invoice. (County Code 31A-11(a)(9))

C The final invoice shall contain:

- *The name, initials, or number of the mechanic or mechanics;
- *The registration number of the shop
- *A statement that the repairs charged for were needed and were performed.

(County Code 31A- 11(a)(7))

D The invoice must specify if any used or rebuilt parts were supplied. If so, those parts must be clearly identified. (County Code 31A-11(a)(2))

E The authorization form must include this notice worded this way. (MD Comm. Code 14-1008(d))

F The authorization form must include a clear statement covering this information on responsibility but it may be worded differently than our model. (MD Comm. Code 14-1008(e))

G All repair and maintenance work done by you or your employees shall be recorded on an invoice describing all services or work performed, all parts supplied, and the exact charge for each part or service. (County Code 31A-1(a), MD Comm. Code 14-1003)

H The invoice must include the part numbers of all parts replaced or installed. (County Code 31A-11(a)(3)).

J The invoice shall state the name and address of the owner, and the motor vehicle's year, make, tag number, and odometer reading. (County Code 31A-11(a)(11))

K Upon request, you or your employee shall give the customer a written estimated completion date for repairs or maintenance, or disclose in writing that you cannot determine a completion date. You will not be liable for breach of the written estimated completion date if a delay is caused by an act of God, strike, unexpected illness, or unexpected shortage of labor or parts. (County Code 31A-12)

L Every final invoice shall contain the customer's instructions or description of the vehicle's symptoms and the shop's diagnosis of the problem(s). (County Code 31A-11(a)(9))

M The final invoice shall be signed by the repair shop owner, manager, or an authorized representative. That person shall verify that the motor vehicle has been test driven when needed and that, in his or her opinion, the mechanic's work was performed satisfactorily. (County Code 31A-11(a)(8))