

## Policies, Requirements, & Disclaimers

These policies were last revised/updated on January 12<sup>th</sup>, 2023. PLEASE NOTE A MORE CURRENT VERSION MAY BE AVAILABLE.

### CHARGES AND FEES

- **Labor Rate:** Our posted labor rate is \$130.00/hour, for flat rate or clock (actual) time. We use industry-standard labor guides to estimate flat-rate labor. Itemized estimates are always provided prior to the performance of any work.
- **Minimum Diagnostics Charges:** We charge a minimum of 30-60 minutes at \$130.00/hour for diagnostics and vehicle check overs. Estimates for repairs are included within the minimum diagnostic time.
- **Estimates:** Redi Imports has the right to a minimal charge of 30 mins at \$130/hour for written estimates per NYS DMW regulations.
- **Customer Supplied Part Rate:** All Customer supplied parts are installed WITHOUT any implied warranty on parts or labor at a rate of \$150.00/hour computed by clock (actual) time and/or flat rate.
- **Specialty Vehicle Rate:** Heavy Duty Trucks/Vans with six lugs or more, Land Rover, Maserati, Porsche, Alfa Romeo, vehicles with unsupported manufacturers, and any other exotic vehicles will be charged a labor rate of \$150.00/hour.
- **State-Mandated Fees & Charges:** New York State Law requires fees and charges for certain parts e.g., waste disposal surcharges for old tires, New York State Tire Tax, etc. We cannot waive these fees.
- **Storage Fees:** Vehicles must be picked up within 48 hours of completion. After 48 hours a storage fee of \$25/day may be charged.
- **Waste Disposal** - We charge a flat \$3.00 waste-disposal charge per invoice to cover waste cleanup and disposal costs if we must drain any fluids from your vehicle.
- **Shop Supplies** – There is NOT a generic shop supply fee.

### DIAGNOSTICS

- **Accurate Diagnostics** – Redi Imports cannot guarantee that any other individual's diagnosis on a vehicle is accurate besides our own. Due to the complexity of a vehicle, we cannot guarantee that one diagnosis will fix every problem a vehicle has in a single repair operation, and we cannot guarantee that all issues with a vehicle can be found within 1 hour of diagnosis.
- **Multiple Problems/Issues** - It is not uncommon for a vehicle to have more than one issue with similar and/or overlapping symptoms. Diagnosing and repairing one issue may reveal another. Repairing one issue does not guarantee repairs for all issues. As such, we cannot guarantee that one diagnosis will determine every problem a vehicle has in a single repair operation.
- **Diagnostic Timeframes** - Some customer concerns may be time-consuming to diagnose. In such cases we may request preapproval for additional diagnostic time outside of the hour minimum.

### ESTIMATES

- **Estimate Lifespans** - Estimates are only valid up to thirty (30) days after they've been presented to the customer, due to the constant change in parts pricing. If you decide to have work performed from an estimate over thirty (30) days old, you can expect the total to be different from the original estimate.
- **Aftermarket Surprises** – All estimates are based on stock vehicle configurations. Any vehicles that have aftermarket modifications and additions (e.g., alarm/remote-start systems, custom auto sound, engine modifications) may incur additional labor charges, as needed, to complete repairs. If such surprises are discovered during repairs, work will stop, and we will contact you with an updated estimate before continuing. Redi Imports reserves the right to cancel/abort any repair job that involves additional labor due to aftermarket modifications, if you refuse to pay for that additional labor, and under New York State Law you will be liable for teardown time and/or if the customer cancels repairs prior to the completion for any reason a teardown and reassembly fee up to 75% will be applied. This can easily be avoided by disclosing the modifications your vehicle has in advance.

### COMPLETION TIMEFRAMES

- **Best Efforts at Expediency:** We will always strive to complete jobs as quickly as possible, which can be affected by many factors. The amount of time a job can take may vary based on; the required amount of time the job takes according to labor guides, the amount of rust/corrosion that is present, unexpected parts issues (e.g., receiving the wrong part and having to reorder the correct one), and/or any aftermarket or unexpected add-ons that must be handled during the repair.
- **Delays Beyond Our Control:** Redi Imports cannot, and will not, assume any responsibility for delays that are beyond our control. Including (but not limited to) shipping delays and/or receiving incorrect parts.
- **Realistic Expectations:** Running into complications is not unexpected and, in some cases, inevitable due to the complexity of auto repair. As a result, we must require a degree of flexibility and realistic expectations regarding completion timeframes. It is not realistic for customers to expect a job to be completed within the original timeframe given, if/when complications arise (e.g., part delays, broken bolts, incorrect parts, etc.).
- **Timeframe Guarantees for Large Jobs:** Due to the fluid nature of auto repair we cannot, and will not, guarantee any work order with more than six (6) hours of total labor will be completed within any specific time frame. Long jobs can, and likely will, be interrupted by shorter jobs as they become available, so please plan accordingly. We may recommend breaking up large jobs to avoid excessive time demands, depending on the customer's situation.

## PARTS

- **Specialty Fluids** – If a vehicle calls for specialty fluids, we will ONLY use fluids that are guaranteed compatible with the vehicle or that are an exact match to the OEM specifications. For example, if your vehicle requires \$20/quart transmission fluid, that's what will be recommended.
- **Old Parts** - As per New York State Law, you have the right to request that your old parts are saved and made available to you for your inspection, provided that such a request is made prior to or when the work is approved. If a core charge applies to any given part, you must pay it if you wish to keep the part. Any part left by customers will be held for a maximum of 3 days and then will be disposed of.
- **Plastic Parts** – Redi Imports will not assume any responsibility for plastic part breakage, as many plastic parts used in vehicles are brittle and can break without warning despite how carefully they are handled. This is especially true of plastic parts that are exposed to sunlight, e.g., dash pads.
- **Customer-Supplied Parts & Safety** – Redi Imports reserves the right to refuse to install any part that we feel would compromise the safety and safe operation of a vehicle. Redi Imports does not provide any warranty on customer supplied parts or the labor to install them. If a customer supplied part is incorrect Redi Imports has the right to charge for labor time spent attempting to install the incorrect part.
- **Broken Bolts** – Redi Imports is not responsible for bolt breakage under any circumstances, even if the bolt in question broke by our hand. There are multiple reasons for this including: we have no way of knowing if a previous repair effort damaged the bolt or the threads into which it screws. We also have no way of knowing if a bolt was damaged due to environmental factors, as some bolts are prone to breakage due to the environment within which they exist (e.g., bolts affixing exhaust system components), and sometimes a bolt will fail no matter how carefully and gently you work with it. If a bolt breaks, we must charge additional labor, and parts if needed, to extract the remaining bolt fragment and repair the hole.

## PAYMENTS

- **Payment Arrangements** - Payment in full is required upon completion of services and the vehicle will not be released until the full payment is received. We do not accept efforts to make payment arrangements after-the-fact. Also, post-dated checks are not legal in New York State.
- **Special-Order Part Prepayment** – Any part whatsoever that has a non-refundable return policy including, but not limited to, any factory/non-factory special order parts, performance parts, or used parts is required to be paid for up front. Special-order parts will not be ordered until the full payment for the part is received.
- **Returned Parts** - Any part whatsoever that has a non-refundable return policy including, but not limited to, any factory/non-factory special order parts, performance parts, used parts, and/or any pre-paid parts cannot be returned, and no credits of any kind will be issued, without any exceptions. In some cases, a restocking fee and/or shipping and handling fee may apply when a part is able to be returned, but only in cases where returns are accepted.
- **Sales Taxes** - Offering to pay cash/not wanting a receipt does not mean that we won't be charging sales tax. This is required by law and Redi Imports will make no exceptions. We always collect sales tax whenever and wherever it is legally required that we do so.

- **Returned Checks** - While we accept cash, credit cards, and checks as payment, we reserve the right to charge a \$60 fee for returned checks.

## WARRANTIES

- **What To Do If There's a Problem** - If you encounter an issue that is directly related to a job that we recently performed by us, contact Redi Imports immediately to coordinate a time for an appointment to run diagnostics so we can check for and confirm if there is any warrantable failure. In most cases, warrantable failures can be addressed at no additional cost to you (generally excluding consumables such as fluids, that are not usually covered under warranties). Our parts suppliers' warranties do not cover collateral damage that is caused by continued driving with a known problem, so if you do experience a warrantable failure, contact Redi Imports immediately to avoid collateral damage that cannot be warrantied.
- **Taking The Vehicle Elsewhere** - IMPORTANT: IF YOU ARE EXPERIENCING A PROBLEM, DO NOT TAKE THE VEHICLE TO ANOTHER SHOP FIRST UNLESS YOU ARE TRAVELING. HAVING ANY OTHER SHOP/INDIVIDUAL WORK ON THE VEHICLE BEFORE GIVING US AN OPPORTUNITY TO ADDRESS THE CONCERN WILL VOID YOUR WARRANTY WITH REDI IMPORTS.
- **Requesting A Refund** – Depending on the specific circumstance Redi Imports may issue a refund. Each refund request will be reviewed individually.
- **Parts & Workmanship** – Redi Imports will warranty labor for 12 months or 12k miles, whichever comes first. Redi Imports does not personally warranty any parts; parts warranties are determined by our suppliers/manufacturers. Redi Imports does not offer any warranty for parts or labor on used parts or customer supplied parts.
- **Warranty Limitations** - If the vehicle is used for racing, abused in a manner inconsistent with its design and intended purpose, or modified/tampered with by anyone, including the vehicle's owner then all warranties are immediately rendered null and void. For example, if we installed a new part for the suspension and it broke by going off-road in a vehicle not suited for such use, then we cannot warranty the suspension part.
- **Customer-Supplied Parts** – Redi Imports does not provide any type of warranty on parts or labor for any customer supplied parts.
- **Parts Warranty Duration** - If possible, Redi Imports will only use parts that have part-replacement warranties of at least 12 months/12k miles. Unless otherwise specified, most parts replacement costs are covered by the manufacturers' warranties for 12 months/12k miles, whichever comes first.
- **Part-Only/No-Labor Parts Warranty Coverage** – A majority of manufacturers do not cover labor as part of their warranties - in most cases, if you are within our 12 month/12k mile warranty then Redi Imports will warranty the labor excluding customer supplied parts, used parts, customer parts, aftermarket parts, non-OE or modified parts, etc.
- **Working On Your Vehicle While We Do** - If any repair or maintenance work on a vehicle we are working on (which is defined as "from the moment we start to the moment we finish, regardless of any intermediate delays, pauses, or wait time") is done by you, then all warranties become null and void, regardless of what was done to the vehicle and whether or not it impacts our work in any way. This is non-negotiable, and there will be no exceptions made under any circumstances. We cannot and will not provide any warranty support for vehicles that are being worked on by someone else while we have work in progress.

## WORK LOCATIONS

- **Work Area Limitations & Right of Refusal** - Due to legal, liability, and insurance reasons, we cannot perform work inside attached residential garages or carports. Redi Imports does not offer residential or roadside services/assistance and has the right to refuse work requested by a customer to be done outside of our facilities.
- **Biohazardous Vehicles** – Redi Imports reserves the right to refuse to touch the interior of any vehicle that contains excessive amounts of trash, bad odors, insect infestations, etc. Please make sure the vehicle is reasonably clean before we arrive.

## UNACCEPTABLE ACTS OR BEHAVIORS

- **Threats To Our Associates** – Redi Imports has a zero-tolerance policy regarding threats against our associates. A threat of any type or nature directed at a Redi Imports associate will not be tolerated – all work will immediately be terminated, and we will no longer perform any services for any customer that threatens one of our associates. This also extends to any friends, family, and/or roommates of customers. Redi Imports is not obligated to complete any job that had to be abandoned in progress due to threats, and we reserve the right to demand payment for the portion of the job that was completed.
- **Threats Against Redi Imports** - We also have a zero-tolerance policy regarding threats against the company as a whole. Any threat, whether physical or otherwise, such as threatening to take unwarranted legal action or threatening to file unwarranted complaints with the State of New York and/or the BBB, will not be tolerated. If threats are made against Redi Imports, all work immediately ceases, and we will no longer perform services of any kind for that customer. (Examples of why the threats would be unwarranted include, the customer being upset with us, but not for anything we did or didn't do, being upset with us regarding an issue that is being handled under a supplier's warranty, and/or being upset with us for any reason that is beyond our control, including shipping delays, incorrect parts supplied, etc.)
- **Drug/Alcohol Abuse** - We reserve the right to refuse to perform services for customers that are obviously under the influence of drugs or alcohol.

## LEGAL

- **Permission To Operate Vehicle** - By allowing us to perform repair work on your vehicle, you are also granting us permission to use the vehicle on public roadways for diagnostics, testing, and verification purposes.
- **Releasing Vehicles** - We cannot release a vehicle to any other individual or party besides its owner unless specifically told otherwise by the owner. We must be notified in advance if someone other than the owner is picking up the vehicle.
- **Things We Cannot Control** – Redi Imports is not responsible for circumstances that are beyond our control, which includes, but is by no means limited to, the following:
  - Acts of God, acts of nature, etc. (e.g., temporary closure brought on by a snow storm)
  - Incorrect/inaccurate information from a parts supplier (e.g., misquotes on pricing)
  - Mistakes on the part of a supplier (e.g., receiving the wrong part)
  - Shipping delays, especially during transit (e.g., storms in other parts of the country causing delays in flights and therefore shipping)
  - Incorrect/inaccurate diagnostic and repair information provided to us from reference sources (e.g., incorrect labor times in labor guides)
- **Right Of Refusal** - In accordance with Federal and State Law, we reserve the right to refuse to perform any repairs that we would consider inappropriate and/or unsuited to the problem at hand or that would, in our opinion, render the completed vehicle unsafe to drive.
- **If there's a Problem** - If there is ever a problem, contact us immediately. A majority of situations can be worked out with mutual satisfaction and with minimal to no expense. Please note that we have a standing policy that we will automatically terminate all business relations with customers that threaten legal action when it's unnecessary and unwarranted. We will countersue all small claims cases, so please consider the filing of a civil suit as a last-resort option.