



M&A AUTO REPAIR

& MD STATE INSPECTION

6181 Annapolis Road, Hyattsville, MD 20784

(240) 289-3708 | info@maautorepair.com | maautorepair.com

CUSTOMER SERVICE / REPAIR AUTHORIZATION

CUSTOMER INFORMATION

Customer Name: _____ Date: _____

Address: _____

City: _____ State: _____ ZIP: _____

Phone: _____ Email: _____

VEHICLE INFORMATION

Year: _____ Make: _____ Model: _____

VIN: _____ Tag / State: _____

Odometer In: _____ Odometer Out: _____ RO #: _____

REQUESTED SERVICE / AUTHORIZATION

☐ MD State Inspection ☐ Oil Change ☐ Brakes ☐ A/C ☐ Diagnostic

☐ Tires / Alignment ☐ Body / Collision ☐ Tune-up / Maintenance ☐ Other

Customer Concern / Requested Work: _____

☐ Written estimate requested ☐ Diagnosis only ☐ Authorize repairs up to \$ _____

AUTHORIZATION & VEHICLE RELEASE TERMS

I authorize M&A Auto Repair to perform the work I approve and to obtain necessary parts/materials. I authorize reasonable vehicle movement and road testing when needed for diagnosis, inspection, quality control, or delivery. Additional customer-pay repairs not originally authorized require my consent. Diagnostic/teardown charges apply only when disclosed and authorized. I understand payment is due as stated on the invoice and that lawful lien/storage rights may apply where permitted.

VEHICLE & PERSONAL PROPERTY

Please remove cash, jewelry, electronics, documents, tools and other valuables before service. M&A is not an insurer of personal property. To the extent permitted by law, M&A is not responsible for loss/theft of property left in the vehicle or damage from causes outside its reasonable control. This does not waive liability that cannot legally be waived. Ask us about the extent of our responsibility and insurance coverage while the vehicle is on our premises.

CUSTOMER'S RIGHTS

You may request a written estimate for repairs costing more than \$50. You may not be charged more than 10% above a written estimate without your consent. You are entitled to the return of replaced parts except parts that must be returned under a manufacturer/warranty agreement. You may not be charged for repairs you did not originally authorize unless you later consent.

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 from either 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.

Customer Signature: _____ Date / Time: _____

M&A Representative: _____ Advisor / Tech: _____

STANDARD DISCLOSURES Diagnostic fee: \$150 when authorized | Re-inspection fee: \$30 when applicable
Payment: ☐ Cash ☐ Zelle ☐ Card ☐ Cash App ☐ Fleet/Terms ☐ Other

12-MONTH / 12,000-MILE LIMITED WARRANTY

Unless a specific line item, customer-supplied-part agreement, manufacturer/supplier warranty, fleet/insurance authorization, or other written transaction document states different coverage, qualifying M&A-installed parts and labor are covered for the earlier of 12 months or 12,000 miles from documented repair/invoice mileage. Exclusions and claim procedure: maautorepair.com/terms.php#warranty.