

A customer of this establishment is entitled to:

1. A written estimated price stated either
 - (A) PRICE NOT TO EXCEED \$....., and given without charge; or
 - (B) as an exact figure broken down as to parts and labor. This establishment has the right to charge you for this diagnostic service, although if you then have the repair done here, you will not be charged twice for any part of such charge necessary to make the repair.
 - (C) as an exact figure to complete a specific repair.
2. For your protection, you may waive your right to an estimate only by signing a written waiver.
3. Require that this establishment not start work on your vehicle until you sign an authorization stating the nature of the repair or problem and the odometer reading of your vehicle if you physically present the vehicle here during normal working hours.
4. A detailed invoice stating charges for parts and labor separately and whether any new, rebuilt, reconditioned or used parts have been supplied.
5. The replaced parts, if requested before work is commenced, unless their size, weight or similar factors make return of the parts impractical.
6. A written copy of any guarantee.

Nothing in this Section shall be construed as requiring an automotive repair dealer to provide a written estimate if the dealer does not agree to perform the requested repair. Any other unconscionable commercial practice prohibited pursuant to N.J.S.A. 56:8-1 et seq.

Laws & Public Safety Act

(Rules on Deceptive Automobile Repair Work and Advertising Practices)

- A. Those individuals affected by new rules on "Deceptive Practices concerning Automotive Repairs and Advertising."
1. Any person engaged in the business of performing, or employed persons who perform maintenance, diagnosis, or repair service on a motor vehicle.
 2. Repairs of motor vehicles means any maintenance or repairs performed by a dealer excluding changing tires, lubrication, changing oil, installing batteries, or windshield wiper blades.
- B. General rules governing the repairs and maintenance of an automobile.
1. It is unlawful to make any statement, written or oral, which is untrue or misleading when referring to the mechanical condition of an automobile.
 2. It is unlawful to commence work on an automobile without specific written authorization from the customer which states the nature of the repair requested or problem presented, and the odometer reading of the vehicle.
 3. Before commencing work for compensation, the customer must be provided with one of the following:
 - A. Written estimated price to complete the repair quoted in terms of a "not-to-exceed" figure.
 - B. A written estimated price quoted as a detailed break-down of parts and labor necessary to complete the repair.
 - C. A written estimated price to complete a specific repair; such as "valve job."
 - D. Waiver of any written estimate must be signed by the customer.
 4. Must provide customer with a copy of the receipt or document signed by him.
 5. Unlawful to make false promises which would persuade or induce a customer to authorize work.
 6. Unlawful to charge a customer for work done or parts applied in excess of estimated price previously quoted.
 7. Failure to return replaced parts to the customer at the time of completed work; unless the return is either impractical or customer declines the return.
 8. A legible copy of repair order is to be provided to every customer itemizing parts and labor separately, and must state whether part is new rebuilt, reconditioned or used.
 9. Must provide customer with a written guarantee of parts along with invoice.

This guarantee must clearly indicate the following:

 - A. Description of part, properties excluded from guarantee and the full customer obligation (such as returning the product and paying a service charge.)
 - B. The guarantee must state all conditions and limitations of the guarantee such as a refund.
 - C. The guarantor's identity and address must be clearly stated.
 10. Failure to clearly indicate if a guarantee provides for adjustment on a prorata basis - adjustment based on rules, time, etc. Guarantee must also indicate the amount to be paid by the customer.
 11. A sign must be posted in a conspicuous place informing the customer of his rights and the dealers' requirements under the New Jersey Deceptive Practices Law.

The sign referred to in Paragraph B, sub. 11, appears on the reverse side of this card.