



12300 Parklawn Drive, Rockville, Maryland 20852-1726
(301) 881-8200 • FAX (301) 468-6763 • www.nationalautobody.org

Customer's Name _____ Date _____

Address _____

Tel. Home _____ Work _____ Cell _____

Email _____

What is your preferred method of contact? _____

Year/Make/Model _____ Color _____

Insurance Company _____ Claim # _____

Any additional repairs or specific concerns? _____

How did you hear about National Auto Body? _____

- 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.
- The vehicle will be repaired based on our estimate or a revised insurance estimate.
- Estimate quotes do not cover any additional parts or labor which may be required after work has commenced.
- Repairs not originally authorized by you will not be charged to you without your consent.
- We can only estimate not guarantee a completion time for repairs.
- Cash, VISA, MasterCard, American Express, Discover, Certified Checks, Cashier Checks, and Insurance Checks are the only acceptable forms of payment. Management reserves the right to require payment in specific terms.
- National Auto Body is not responsible for any loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.
- A \$150.00 per day storage charge will be assessed if the vehicle is not repaired or, if repaired, vehicle remains with National Auto Body, Inc.
- All work is covered by a limited lifetime warranty against workmanship and materials. Rust repair, road damage, prior repair work, or post repair damage is not covered.

CUSTOMER'S RIGHTS

- You are entitled to a written estimate upon request if repairs will exceed \$25.00. Do you want a written estimate? Yes _____ No _____
- You may not be charged an amount more than 10% above an estimate without your consent.
- You are entitled to the return of any replaced parts except those that must be returned to the manufacturer under a warranty agreement. If you do not want the parts, Initial here: _____
- Repairs not originally authorized by you will not be charged to you without your consent.

I have read this form and have authorized the repair work. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An expressed mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.

I have elected National Auto Body, Inc. as my repair center of choice and direct any repair cost to be paid directly to National Auto Body, Inc.

Customer Authorization _____ Date _____