

AUGGIES GARAGE

1923 Madison Ave., Granite City, IL 62040

WHAT TO EXPECT:

1. We prefer to work by appointment
2. Diagnostics *usually* take 1 – 2 days after drop of date (exceptions apply)
3. Diagnostics fee varies from \$85-\$100 on top of labor
4. A shop supply fee will be applied on all jobs performed
5. On select services, you may provide your own parts
6. Warranty varies and is contingent on type of service rendered
7. Big repair jobs require a 1/2 down payment
8. We offer a very flexible payment plan
9. Preferred payment option is cash. Surcharge applies to card payments
10. Payment in full is due at time of pick up
11. Not responsible for abandoned vehicles

OUR QUALITY OF WORK IS OF THE UTMOST IMPORTANCE!

1. Call to make an appointment in *advanced!* We are usually booked out for the week. At this time, we do not have the capacity to service walk-ins. Lastly, as we value our quality of work, rushed jobs will be given low consideration.
2. We request to be given 1 – 2 days after drop off day for a diagnostics response. In some special cases, diagnostics takes longer. These cases arise when the concern being addressed is intermittent.
3. Diagnostics fee varies between \$85-\$100 and is up to the discretion of my mechanic as to how that will be charged. We may *or* may **not** consider the diagnostics fee towards the labor fee.
4. Shop supply fee covers all the tools and extra supplies we have to use in order to ensure a quality repair job. Shop supply fee is capped at \$25 or 5% of total invoice. We will apply whatever sum is less.
5. On most minor repair jobs, we are open to using parts provided by our clients. Transmission rebuilds and mayor engine repair jobs are a few of the exceptions.
6. Not all jobs are entitled to a warranty. Warranty provided varies on the type of job performed. Most minor repair jobs get a 6 month part & 3 month labor warranty. Transmission rebuilds get a 12,000 mile or 12 month warranty. Swaps only get a warranty on the labor. If you provide your own part, we only provide a labor warranty.
7. Jobs quoted over \$1,000 require a down payment of ½ of the quoted price in order to begin the repair job.

8. We offer an “on your terms” payment plan. You pay how ever much you want, how ever often you can, towards the repair job you need. Once the quoted price has been paid in full, we go forth w performing the job.
9. We prefer cash payment. We have the ability to process card payments but they include a 3% surcharge over the final invoice amount. You can do split payment, as in paying with some cash and the rest with card, which will help minimize the surcharge fee. Card must be present at the time of payment. We do not accept personal checks but do accept company checks.
10. Full invoice payment is expected at time of vehicle pick up, no exceptions.
11. Once we have communicated your diagnostics and options to move forward, if you do not approve a repair or come get your vehicle within 5 days, we are no longer responsible for your abandoned vehicle. In choosing to abandon your vehicle you assume the risk of anything that may happen as if your vehicle was sitting on a common public side street or parking lot.

Our goal is to focus on the concerns explicitly expressed by the client. Such information is then used to narrow down the potential problems, which through a process of elimination will help pinpoint the actual problem and ultimately allow for a successful repair.

We strive to be just in our pricing and honest with our work. We pride ourself in our quality of work. We appreciate your understanding and respect of the experienced and skilled service we provide.

Terms are subject to change

**CALL TO BOOK YOUR
APPOINTMENT!
618-709-7709**

**THANK YOU FOR
CHOOSING
AUGGIES GARAGE!**

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Monday – Friday: 8 a.m. – 5 p.m.