

Customer Information Sheet

It is our goal to make this the most comfortable and rewarding experience you'll ever have at an auto repair shop. In order for us to help serve you better, please take a few minutes to complete the following questionnaire.

Date: _____

Name: _____ Spouse: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Cell Phone: _____

Email: _____

Business Name: _____

How did you hear about Lk's auto Repair Inc.?

Valpak _____

Friend _____

BBB _____

BNI _____

Chamber of Commerce _____

AAA _____

Brochure _____

Community Magazine _____

Discount Tire _____

Yellow Pages _____

Towing Co. _____

Thank you cards _____

Neighborly Greetings _____

Vintage Senior Apts _____

Other: Explain _____

Do you prefer an estimate before services are performed?

Yes _____ No _____

Is our Shuttle Service a benefit to you?

Yes _____ No _____

Do you perform regular maintenance on your vehicles?

Yes _____ No _____

I normally service my vehicle:

Every 3 months or 3000 miles _____
Every 5 months or 5000 miles _____
Every 6 months or 7500 miles _____
Seldom, only when my car is in for other repairs _____

How do you like to keep your car...?

Like new condition _____
Dependable _____
Fix it when it breaks _____

Do you have service records if needed?

Yes _____ No _____

When the last time someone worked on your car was and what did they do?

Explain: _____

Do you prefer to have all of your services performed at one location, including Extended Warranties?

Yes _____ No _____

Would you like to be updated during the day when your car is in for service?

Yes _____ No _____

When selecting an auto repair shop, I look for:

Someone I can trust _____
The cheapest prices _____
Location _____
Shuttle Service _____
Brand names _____
Warranty coverage _____

Would you like us to notify you of any other services we might see are due on your car while it is in for service?

Yes _____ No _____

What type of warranty coverage do you prefer?

90 days _____
12 month/12,000 miles _____
24 months/24,000 miles _____

Do you have an extended warranty?

Yes _____ No _____

Would you like more information on how to get a free oil changes, and discounts on labor for the rest of your life? (We offer a lifetime oil changes and alignment)

Yes _____ No _____

I prefer to pay for auto repair services by:

Cash _____

Visa: _____

M/c _____

Discover _____

YOU HAVE AUTHORIZED US TO SEVICE YOUR VEHICLE.

This warranty covers material and labor for 12 months/12,000, whichever comes first, unless otherwise stated on the repair order. This warranty starts from the date the work is completed and includes any defects in workmanship arising from repairs performed under the original invoice. It does not cover incidental or consequential losses such as towing, loss of earning, per diem expenses, rental car expenses, or any other claims whatsoever. Lk's Auto Repair Inc. obligation under this warranty is limited to replacing or repairing damaged and/or defective parts and labor incurred in the performance of the task. If Lk's Auto Repair Inc. has not shown on your repair order that specifically replaced or repaired an item, it is not covered under the warranty. Any damage caused by neglect, abuse, misuse, or collision is not covered under this warranty. This warranty is non-transferable and limited to the customer listed on the repair order.

Shop supplies are those miscellaneous items that are used in our shop which are too numerous to list. A sample list is posted in our office. Also included are hazardous waste fees that we now pay for to dispose of properly. Any vehicle left over (7) days after completion will be subject to storage charges of \$15 a day. You have authorized us to drive your vehicle for test purposes. We cannot be responsible for personal items left in your vehicle. All repairs must be paid in full before your vehicle is delivered.

I accept the above _____

No repairs will performed without your authorization

Thank you for your time and the opportunity to service your entire auto repair needs.

At LK's Auto Repair Inc. **"The service will amaze you."**

