



Avoid Costly Automotive Repairs

Summer is a busy travel season and with gas prices at record lows around the country, it's a great time to take a road trip. With more automobiles being used for vacation needs, some cars will need a basic tune-up service or possibly more extensive repairs. When repairs or service are required, it's important for consumers to have a certain level of confidence that the work will be done correctly at a reasonable price.

Before Repairs

Start shopping for a repair shop before repairs are actually needed. Consumers will be more likely to make a better decision if it is not rushed or in a panicked situation. When a business is selected, make sure they honor the vehicle's warranty, if applicable. It's always a good idea to ask friends for recommendations.

Research whether the repair shop is registered with the Florida Department of Agriculture and Consumer Services (FDACS) and if any complaints have been filed against the business. This can be done by using the "Business/Complaint Lookup" at 800helpfla.com, or by calling 1-800-HELP-FLA (435-7352). If there are complaints on file find out how they were resolved.

After Repairs Have Been Completed

Check the repair invoice carefully. Make sure the invoice includes the date, odometer reading, description of work performed, labor, parts and other merchandise costs, nature of parts (new, used, rebuilt, etc.), warranty (if applicable) and the registration number of the business (located on the certificate issued by FDACS) identifying their shop.

If the service was not preformed as expected, give the business a chance to resolve the problem. Discuss the problem with the service manager or owner of the company. Reputable shops value customer feedback and will make a sincere effort to keep your business. If you do not feel satisfied, you may file a complaint online at 800helpfla.com or 1-800-HELP-FLA (435-7352) and request to have a complaint form mailed to you.

The Florida Department of Agriculture and Consumer Services regulates motor vehicle repair facilities in Florida. For more information, call 1-800-HELP-FLA (435-7352), 1-800-FL-AYUDA (352-9832) en Español or visit 800helpfla.com.



Motor Vehicle Repair Shop Estimates

If the repair work will cost more than \$100, the repair shop **MUST** give you the option of:

- Requesting a written estimate;
- Being notified by the shop if the repair exceeds an amount you specify; or
- Not requiring a written estimate at all.

You must sign and date one of the above options. Motor vehicle repair shops cannot force you to waive your right to receive an estimate. When a written estimate is requested you must be given a copy. The repair shop must get your approval before exceeding the repair cost by more than \$10 or 10 percent, whichever is greater, but not to exceed \$50.



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