

**NORTH AMHERST MOTORS**  
**78 Sunderland Road, PO Box 9607**  
**North Amherst, MA 01059-9607**  
**(413) 549-2880 / FAX (413) 549-4111**  
[www.northamherstmotors.com](http://www.northamherstmotors.com)

Thank you for choosing North Amherst Motors. We are committed to providing our customers with quality workmanship. Because of this commitment, we offer a lifetime warranty on all of our collision work for as long as you own the car. We work closely with you to ensure your complete satisfaction.

In order to offer each of our customers the best possible service, we would like to make you aware of our payment and repair policies.

1. You, the owner, are responsible for full payment of your repairs at the time the repairs to your vehicle are completed. Acceptable forms of payment are: Insurance checks endorsed by you and any lienholders or cashiers checks. MasterCard, Visa, Discover or local personal checks can be used for amounts up to \$1000.
2. Frequently, insurance companies issue checks to owners and lienholders, even in cases where the loan has been paid off. When you receive your insurance company check, please bring it to us to verify that all lienholders have signed off. If they haven't we will provide you with the proper paperwork so you can get your lienholder signed off.
3. If there is additional damage, which is not visible until the repair of the vehicle has been started, we will contact the insurance company as part of the original claim. This may be done electronically to expedite the supplement. The insurance company will process this supplemental claim so you may be paid directly by them. Charges for these additional repairs will be included in the final invoice.
4. Late model rental vehicles are available. With proper authorization from the responsible insurance company, we will bill the insurance company directly for the rental car. The customer is responsible for the gasoline used, optional coverages, and any and all damages incurred to the rental vehicle.
5. Loaner cars may be provided to our customers who do not have rental coverage on their insurance policy but do carry collision coverage. They are provided for the length of the repair only and they are required to be returned when you are notified that your vehicle is completed and ready for pickup. The customer is responsible for the gasoline used and any and all damages incurred to the loaner car.

**Thank you again for entrusting us with the repairs to your vehicle.**

Name \_\_\_\_\_ Home No. \_\_\_\_\_  
 Street Address \_\_\_\_\_ Cell No. \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_ Work No. \_\_\_\_\_  
 Email: \_\_\_\_\_  
 Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_ Reg. No \_\_\_\_\_  
 Mileage \_\_\_\_\_ Vin # \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Repair Authorization**

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. 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 express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

x \_\_\_\_\_  
 Customer's Signature \_\_\_\_\_ Date \_\_\_\_\_

