



TO OUR VALUED CUSTOMERS:

DUE TO A CHANGING WORLD WE FIND OURSELVES HAVING TO MAKE SOME DECISIONS THAT PREVIOUSLY WOULD BE UN-THINKABLE.

THERE IS AN INDUSTRY WIDE SHORTAGE OF "CERTIFIED" BODY TECHNICIANS AND WE WON'T ACCEPT ANYTHING LESS THAN THAT..

ALSO, PARTS ARE NOT BEING DELIVERED IN A TIMELY FASHION, AS THEY ONCE WERE. SOME OF THESE PARTS ARE ON BACKORDER FOR AN EXTENSIVE AMOUNT OF TIME WITHOUT RELEASE DATES.

BECAUSE OF THESE FACTORS, WE ARE UNABLE TO GIVE, OUR CUSTOMERS A FIRM DELIVERY DATE FOR THEIR VEHICLE.

YOU SHOULD KNOW THAT NOBODY WANTS YOUR CAR DELIVERED TO YOU MORE THAN WE DO. WE DON'T GET PAID UNTIL YOUR CAR IS DELIVERED.

YOU CAN, IF YOU LIKE, TAKE YOUR CAR TO ANOTHER SHOP, BUT THEY WILL HAVE THE SAME PROBLEMS THAT WE HAVE, AS THIS IS A NATIONWIDE PROBLEM.

WITH ALL THIS IN MIND, WE WILL NOT BE ABLE TO GIVE YOU A ROCK SOLID DELIVERY DATE AND WE WANT YOU TO KNOW THAT UP FRONT.

AS USUAL, FOR THE PAST 53 YEARS, YOU WILL HAVE A LIFETIME WARRANTY ON THE WORK THAT WE DO AND WE WILL CONTINUE USING EXCELLENCE AS OUR GUIDE.

I HAVE READ AND UNDERSTOOD THE ABOVE,

SOUTHSHORE • 1101 E. ST. BERNARD HWY., CHALMETTE, LA 70043 • (504) 279-4474 • FAX (504) 279-3356
NORTHSHORE • 74258 HWY. 25, COVINGTON, LA 70435 • (985) 892-8800 • FAX (985) 892-5224

PREFERRED COMMUNICATION METHOD

Please verify that the information is correct and up to date in order to ensure you receive the best service.

Telephone #: _____

Email address: _____

How would you like us to contact you while your vehicle is here for repairs?

Please select ONLY ONE option.

- Telephone call
 Text messages

Please be patient for updates as the estimators are not at their desk for a good portion of the day. We ask that you leave a message with the receptionist if we are unavailable to come to the phone and we will return your call by the end of the day.

Is there any time that is **NOT** convenient to contact you between 8AM-5PM?

If we are not able to contact you, is there anyone **OTHER THAN YOU** you'd like us to contact? If **YES**, please provide their name and their preferred contact method.



PERSONAL ITEMS

THIS NOTICE IS TO MAKE SURE YOU HAVE REMOVED ALL PERSONAL ITEMS FROM YOUR VEHICLE UPON DROP OFF.

I UNDERSTAND THAT CAR CRAFT, INC. WILL NOT BE HELD RESPONSIBLE FOR ANY PERSONAL ITEMS.

_____ OWNER SIGNATURE

_____ DATE

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1101 E. ST. BERNARD HWY. CHALMETTE, LA 70043 504-279-4474

74258 HWY. 25 COVINGTON, LA 70435 985-892-8800

AUTHORIZATION TO REPAIR VEHICLE AND EXCEPTION OF FULL PAYMENT

JOB #: _____

NAME: _____

DATE: _____

VEHICLE: _____

I UNDERSTAND THAT PAYMENT IN FULL WILL BE DUE UPON RELEASE OF MY VEHICLE, INCLUDING ADDITIONAL DAMAGES CHARGES, AND 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. CAR CRAFT WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND CONTROL. I AUTHORIZE YOU TO ACT AS POWER OF ATTORNEY TO SIGN INSURANCE CHECKS TO PAY DAMAGES TO ABOVE VEHICLE.

PLEASE LOOK CAREFULLY AT ANY INSURANCE COMPANY CHECKS THAT YOU MAY RECEIVE AND NOTIFY CAR CRAFT, INC. IMMEDIATELY IF THEY ARE PAYABLE TO A LIENHOLDER. FAILURE TO DO SO COULD RESULT IN A DELAY OF DELIVERING YOUR VEHICLE.

WE DO NOT ACCEPT PERSONAL CHECKS.

\$ _____ DEDUCTIBLE DUE PAYABLE TO CAR CRAFT, INC. UPON VEHICLE COMPLETION.

AUTHORIZED BY: _____

DATE: _____