

Appendix D

Estimates

Estimates inform the customer of the costs associated with a repair. Sample estimates for a repair are provided on the following pages. They outline required information that must be provided to each customer before doing the work.

All estimates must disclose the following:

- A. A list of the parts to be provided with their prices.
- B. A disclosure whether the parts are new OEM, new, OEM surplus, used, rebuilt or reconditioned.
- C. An estimated price for labor and estimated labor time.
- D. The facility's registration number.

The Motor Vehicle Service and Repair Act requires a motor vehicle repair facility to provide their customers with a written estimate, itemizing as closely as possible the price for labor and parts necessary for a specific job prior to the commencement of work. These requirements can be met electronically if the repair facility complies with the following:

- a) The customer must agree to accept an electronic version of the estimate.
- b) If the customer declines an electronic estimate the repair facility must provide a printed estimate to the customer.
- c) Electronic devices and media may be used e.g. e-mail, cell phone, social media, etc. to present a customer with an estimate before repair services are performed.
- d) Providing an electronic estimate does not waive any requirement to comply with any other provision of the Act.

Electronic estimates must itemize all parts and services necessary for a repair and include all labor costs. An updated estimate may be offered electronically if costs exceed the original estimate. Electronic estimates may also be offered to customers for diagnostic and no charge estimates.

Repair facility owners must maintain in their records all copies of all estimates for three years.

