



Special Notice

WASHINGTON STATE DEPARTMENT OF REVENUE

MAY 9, 2016

Auto repair shops must post 'customer rights' sign

All automotive repair facilities must create and post a sign, in a place that can be easily viewed by customers, with the following information:

Customer Rights

You are entitled to the following by law:

- 1. A written estimate of repairs that will cost more than \$100, unless waived or absent of face-to-face contact.*
- 2. A return or an inspection of all replaced parts, if requested at the time of the repair authorization.*
- 3. Authorize (orally or in writing) any repairs that are more than the estimated total pre-sales tax cost by more than 10 percent.*
- 4. Authorize any repairs (orally or in writing) if your vehicle is left with the repair facility without face-to-face contact between you and the repair facility personnel.*

If you have authorized such a repair (as listed above) you are required to pay for the costs of the repair before taking the vehicle from the premises.

Sign size

The sign title must be at least 1 1/2 inches high. All other text must be at least 3/4 inches high (RCW 46.71.031).

Failure to comply

Any auto repair facilities that do not comply with the requirements above is barred from asserting a possessory or chattel lien for the amount of the unauthorized parts or labor upon the motor vehicle or component.

Exceptions

Auto repair facilities are not required to provide written repair estimates for vehicles that:

- qualify for a horseless carriage license plate under RCW 46.04.199 or collector vehicle license plate under RCW 46.04.1261.
- are considered a street rod vehicle under RCW 46.04.572, custom vehicle under RCW 46.04.161; or parts car under RCW 46.71.025(4).

Questions

This is a general law summary and is not intended to cover all its legal implications. The Department of Revenue provides it annually (RCW 46.71.090 requirement). For questions, call 1-800-647-7706. Teletype users may call 360-705-6718.