



SERVICE CONTRACT

Your business is very important to us. Rest assured every project (big or small) is treated with the same level of attention and care. Providing the highest quality results is our top priority. We ask for your understanding that to achieve the best possible results requires time, often it's lots of time.

This service contract includes very important information regarding our process and the timeline for your parts / project. It is imperative that you to pay close attention to the details listed below.

- Over 95% of our business is on a first come, first serve basis.
- Our process requires a lengthy and undetermined amount of time for every item.
- We generally have a significant backlog of work ahead of new customers
- We are unable to respond to constant calls/text/emails asking for "an update on my...."
It's not uncommon for us to have up to 200 parts in process at any given time. Also, during the chemical bath segment parts are submerged and not even visible.
- We WILL contact you when we have an update, a question, or upon completion
- Estimated time frame for your project: _____ Weeks
(this is based on the current backlog of work at the time)
- Please DO NOT CALL before:** _____
- Calls / text / emails prior to the date listed above WILL NOT BE RESPONDED TO
- Current Work List is posted on our website on the page Current Work List.
This page is found in the drop down under the "Home" tab
- Payments Options: payment methods are cash, credit card, or in state check.
- Payment are only upon completion or just before completion of our work.
- Credit Card Payments: done online only, via emailed invoice with a link for payment
3% Credit Card Payment surcharge added for cost of CC processing
All credit card payments must be completed prior to arrival for pick up
No in shop credit card payments
- Completed parts **MUST STAY DRY**. Please be prepared to keep your parts dry during return transportation

_____ I understand, acknowledge, and agree to all of the terms listed above.

_____ I agree to not call for an "update" prior to the date listed above

Date: _____

Customer Signature: _____