

## **Minimum Charge for Declined Service on Non-drivable Vehicles - Procedure**

When a vehicle is dropped off in our parking lot and receives an inspection by a tech, which results in a recommended repair estimate (for example, a failed engine), apply a minimum inspection charge of Level 1 to cover time spent by staff.

You can use your discretion with this. If the total employee time is only a few minutes, there may be no need for a minimum charge. The point is that we need to be compensated when we spend 20, 30, or more minutes looking at a car and preparing an estimate.

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