

Notice to Consumers

Our hourly labour rate is _____.

If your vehicle is being repaired or worked on, you have rights and protections under *The Consumer Protection Act*.

- ▶ You must receive a written estimate for repairs that cost more than \$100 unless
 - you decline to receive a written estimate,
 - you specifically authorize the maximum amount that you will pay for the work or repairs, and
 - the cost charged for the work or repairs does not exceed your authorized maximum amount.
- ▶ Estimates must include details about the types of parts to be installed and their cost, the estimated labour costs, any additional fees or charges, and the estimated total cost of the work or repairs.
- ▶ You cannot be charged a fee for an estimate unless you were told about the fee and agreed to pay it.
- ▶ You cannot be charged for work or repairs you did not authorize.
- ▶ You cannot be charged more than the total of the estimate plus 10% of that estimate up to a maximum of \$100.
- ▶ You must receive a detailed written invoice, including information about the warranty provided for new and reconditioned parts.
- ▶ This is a summary of the motor vehicle work and repair protections under *The Consumer Protection Act*. For more information, contact the Consumer Protection Office at 204-945-3800 or 1-800-782-0067.