

# Customer Satisfaction

To help us serve you better, please complete this card and return to us by mail.

We appreciate the valuable input. The members of our team will do everything possible to earn your continued trust.

# Presented to:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Repair Order Number

\_\_\_\_\_  
Vehicle

\_\_\_\_\_  
Date of Repair

\_\_\_\_\_  
Authorized By

\_\_\_\_\_  
Date

## Customer Satisfaction Is Our Goal

- Were you treated courteously by our personnel? .....  Yes  No
- Were your questions about your vehicle's repair answered? .....  Yes  No
- Were your vehicle's repairs completed in a timely manner? .....  Yes  No
- Were you satisfied with the quality of your repair? .....  Yes  No
- Would you recommend our facility to your friends? .....  Yes  No
- Please rate your experience at our shop with "5" being the best?    1  2  3  4  5

Your comments are appreciated \_\_\_\_\_

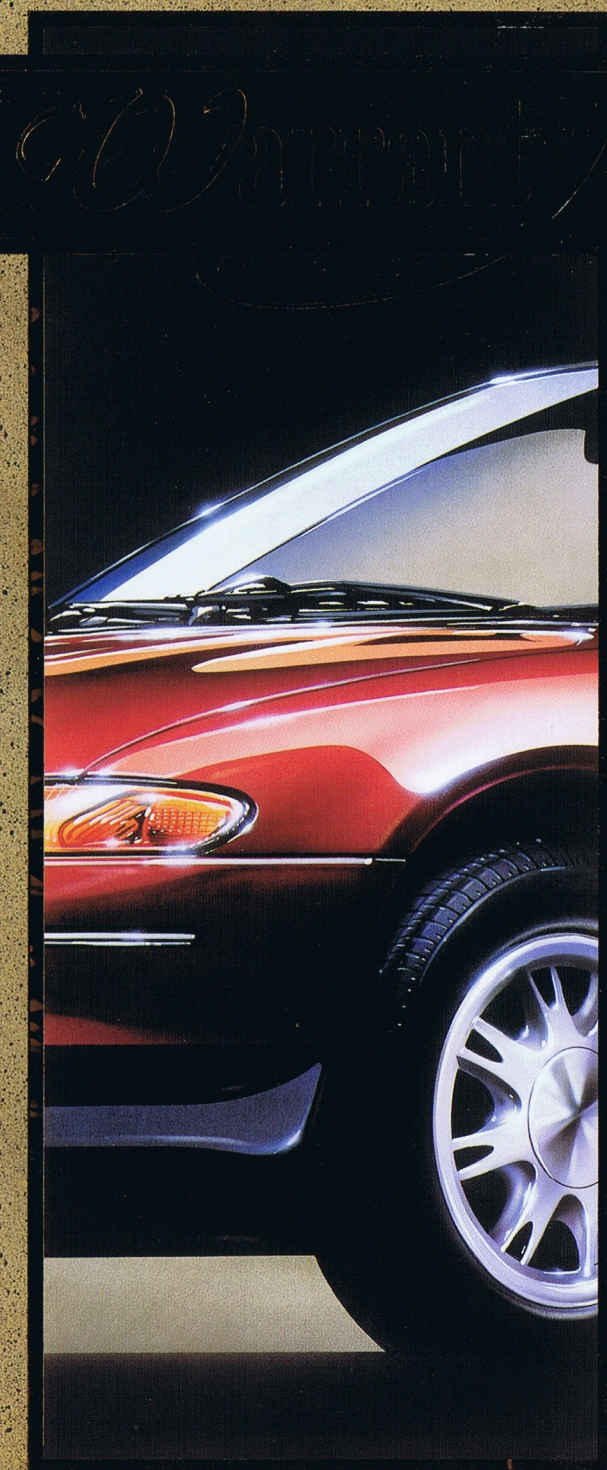
Name \_\_\_\_\_

Phone \_\_\_\_\_

R.O.# \_\_\_\_\_

Would you like a staff member to contact you regarding your repair?

This warranty shall be null and void if the repair is altered, adjusted or tampered with by any person not authorized by our shop. This warranty is not transferable.



# Warranty

THIS CERTIFICATE assures the repairs to which you and "Coal Creek Collision Center" have agreed on have been completed. This Limited Warranty is valid only for as long as you own the vehicle stated herein, and is for the person to whom this Limited Warranty is granted and whose name appears herein and on the original work order. This is a labor only, fragmented four-part Limited Warranty, and stipulations pertaining to each fragmented part are stated hereafter:

## 1. METALWORK:

Coal Creek Collision Center provides a Lifetime Limited Warranty, from effective date stated herein, on all metalwork and framework, to include welding and the application of materials utilized in making collision repairs against cracking, flaking, pitting or deterioration, excluding rust repairs. The Shop will repair and repaint, excluding rust repairs, any metalwork warranted hereby, when claim is made within warranted period, unless caused by or damaged resulting from unreasonable use, maintenance, or care of the vehicle.

## 2. PAINTING, STRIPES AND DECALS:

Coal Creek Collision Center provides a Lifetime Limited Warranty, from effective date stated herein, on painting-related priming and painting work against solvent blistering, peeling, hazing, and excessive loss of pigmentation, and, a Lifetime Limited Warranty on the application and adhesion of decorative stripes and decals, excluding those defects which are caused by extreme environmental conditions to which the vehicle may be exposed. The Shop will re-prime, repaint, re-stripe or re-decal the specific section or sections of the vehicle warranted hereby (excluding rust repair), when claim is made within warranted

period, unless caused by or damaged resulting from unreasonable use, maintenance or care of the vehicle.

## 3. MECHANICAL REPAIRS:

Coal Creek Collision Center provides a Lifetime Limited Warranty, from effective date stated herein, on all mechanical repairs pertaining directly to original collision damage. The Shop will re-repair any mechanical assembly or component warranted hereby, when claim is made within warranted period, unless caused by or damaged resulting from unreasonable use, maintenance, or care of the vehicle.

## 4. PARTS:

Coal Creek Collision Center provides a Lifetime Limited Warranty, from effective date stated herein, unless mfg. warranty is less or more, on new parts installed by or at the Shop. (Please Note: Shop warranty does not exceed Mfg. warranty.) The Shop will repair or replace any defective part warranted hereby, when claim is made within warranted period, unless caused by or damaged resulting from unreasonable use, maintenance, or care of the vehicle.

**SPECIFICALLY EXCLUDED** are incidental costs, such as towing fees, car rental charges, travel expenses, or assemblies and components which are not specifically covered by this **LIMITED WRITTEN WARRANTY**, nor are consequential damages such as damage to other assemblies and components resulting from a defective part or installation of such part installed or repaired during the repair included. Rust through, and/or damage caused by rusting of interior or exterior non-replaced panels is not covered.

This **LIMITED WRITTEN WARRANTY** shall not be varied, supplemented, qualified or interpreted by any prior course of dealings.

# Thank You

Thank you again for choosing us to care for your vehicle. We appreciate your business.

## COAL CREEK COLLISION CENTER

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Louisville, CO 80027  
(303) 666-4100 • FAX (303) 666-7690

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1100 Courtesy Road  
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From