

At Victoria Transmission & Autocare we pride ourselves on delivering the highest quality repairs, carried out efficiently and backed by a one-year warranty. Though we specialize in transmissions, we also focus on same-day general auto repair and maintenance.

We understand that an older vehicle (over 25 years old) can hold considerable practical and sentimental value to their owners, and we are committed to providing the best care possible. However, it's important for our customers to be aware that older vehicles (over 25 years old) often present unique challenges. Similarly to an elderly patient being at high risk of encountering complications from surgery, an older vehicle faces similar risk during repair. Due to the age and normal degradation of materials (circuit boards, wiring, plastics, metal, rubber), there is a higher likelihood of unforeseen issues arising during or after the repair process, such as the failure of external systems not originally included in the repair estimate.

As a result of these unique challenges, we kindly ask you note the following:

External Systems: Our original estimate is focused on the specific systems and or parts outlined and agreed upon at the time of the estimate. We are not liable for the failure of any external systems or parts not listed in the estimate, that may occur during or after the repair process. This includes but is not limited to electrical systems, modules, hoses and additional mechanical components. We reserve the right to decline further service/ repair to these external systems if we deem them outside of our normal range of services offered.

Parts Availability: The availability of replacement parts for older vehicles can be limited or even non-existent. While we strive to use the highest quality parts, there may be occasions where sourcing these parts may take longer or may not be possible. We reserve the right to charge a vehicle storage fee (to be determined) or to have the vehicle towed to the customer's place of choosing while we wait for parts.

Additional Repairs: If during the repair process, we discover that additional work is needed due to the condition of the vehicle or failure of other components, we will provide a revised estimate. Approval of any additional work will be required before proceeding.

Acknowledgment: By agreeing to service with Victoria Transmission & Autocare, the vehicle owner acknowledges the inherent risks associated with repairing older vehicles and agrees that Victoria Transmission & Autocare will not be held liable for any additional repairs or issues that may arise as a result of servicing the vehicle.

We are dedicated to transparency and communication with our customers. If you have any questions or concerns, please do not hesitate to reach out to one of our team members. After 60 years, we feel that we can provide the best overall experience to our customers by being open and honest first.

Signed: _____

Date: _____