



Fortis Estimate, Repair and Storage Policy

www.fortisatv.com; Facebook.com/Fortis ATV; 281-579-1006

- We can NOT provide an accurate phone quote for a repair or part replacement. We can only provide a rough estimate after you provide us with the necessary information to properly research and compile the estimate. We would rather see the vehicle to make a proper determination. We may require customer to leave the bike for a quote.
- If customer agrees to have the work done, we will require written confirmation in order to perform any requested service.
- Customer will provide proper contact information.
- We will install customer supplied parts, but will not warranty them or the labor to install them.
- We charge a \$75.00 diagnostic fee, which will be credited back if we perform the work on the vehicle.
- There will be a minimum service charge of \$45.00 for any work performed.
- When the repair costs exceed the perceived vehicle value, we will advise you of the concern. If the repairs are still requested, for any estimate exceeding \$1000, a deposit of 1/2 the estimated cost to repair the vehicle could be required before proceeding.
- Vehicle storage fees apply at \$10.00 per day after 5 business days from notification of completion of the authorized repairs or services rendered, unless alternate arrangements are agreed upon.
- A vehicle that is left with us and no contact can be established with the responsible party after 30 days, will be considered abandoned. The vehicle will then be processed with the Harris County Sheriff's Department.
- Engine repairs, such as engine overhauls and cylinder head gasket replacements, will require 1/2 down of the estimated cost to proceed.
- Special order parts may require prepayment and cannot be returned.
- We cannot offer trailer storage.
- Please clean off your vehicle before bringing it in. There will be a \$75 charge for any vehicle that we need to clean in order to perform the requested work.

RETURN MERCHANDISE MUST BE ACCOMPANIED BY THE INVOICE WITHIN 10 DAYS OF INVOICE DATE AND IS SUBJECT TO A 20% RESTOCKING FEE. NO RETURNS ON SPECIAL ORDER OR ELECTRICAL PARTS.