



LAKE COUNTRY
CUSTOMS

SERVICE AGREEMENT

Customer Name: _____ Invoice # _____

Labor and Materials Charges:

- Initial Consultation: Free
- Diagnostics: Starting at \$60.00 for a half hour. Regular hourly rates thereafter.
- Hourly labor: \$110/hr
- Storage: \$50/day starting 48 hrs after notification of completion of the project
- Rendering: \$100. Certain projects require digital rendering of the project to aid in fabrication and design. Rendering can assist in showing different design options, as well as options for colors, and materials. The necessity of rendering will be determined during the planning phase of each project. The customer will be advised if LCC feels a rendering is required. A customer may also request rendering during the planning phase of the project.
- Deposit to hold calendar date: 10% of initial invoice (applied to project invoice upon start of work). This deposit is Non-Refundable in any form.
- Cost of parts/materials: At the time of scheduling OR no later than 14 days before the appointment, we require a deposit for parts/materials needed for the project. See below for long term projects.
- Payment installments: For projects which take more than 6 days, we process payments in installments. For parts/materials, the same above applies. Going forward, we will process progress payments on a weekly or bi-weekly basis depending on the scope of the project. Progress payment amount to be determined per project. If a progress payment is not made when scheduled/requested, work on that project will stop until the requested payment is made. Storage fees may apply. **See attached Progress Payment Worksheet

Policy/Procedure Regarding Labor and Materials Charges:

- The Initial estimate of Service includes parts, materials and labor. Please be advised that Lake Country Customs (LCC) has posted labor rates above. If, on further inspection, additional parts or labor is needed, the Customer will be contacted for prior authorization as per the customer indication on the following page. Due to the custom nature of our projects, oftentimes material and labor estimates need to have some open endedness.
- Costs of parts and materials to be determined per project. The initial invoice will contain estimates for parts/materials and labor. Final costs will be itemized on the final invoice. Cost of parts may include shipping fees. For reasons outside our control, the cost of parts can fluctuate and may change between the time of an estimate and the time of ordering. The final invoice will reflect MSRP at the time of ordering of any parts/materials for a particular job. The customer may be subject to a restocking fee if a job is canceled after parts/materials are ordered.
- Customer cancellation of a job will result in the forfeiture of the 10% deposit if no other payments have been made.
- All other payments are non-refundable. Certain payments may be eligible for in-store credit at the discretion of the owner.

Project Timeline:

LCC will work with the customer to establish an approximate timeline of their project. For long term projects, the customer is herein notified that issues outside our control (delays in shipping etc.) can cause a delay in the project. It is the customers responsibility to notify LCC of any dates that create a hard deadline. In the planning phases, an approximate timeline will be established. The customer will be updated on the timeline as the project progresses. Appointments must be maintained both to maintain the project timeline and to maintain scheduling with other customers. Any appointments will have a 30 minute window for delays by the customer. It is the customers responsibility to notify LCC if they will be late for their scheduled appointment. Any delays longer than 30 minutes and/or without communication from the customer are subject to being rescheduled.

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Storage Policy:

Once the service to the vehicle is completed, the vehicle must be picked up and any balance paid in full within 48 hours of notice or storage charges will accrue. Storage fees may also apply if a progress payment is not made within 48 hours of notice/agreement. We are closed on Sundays and for most federal holidays. If the 48 hour deadline falls on a Sunday or federal holiday, no additional fees will apply and the deadline will be extended to Monday or following business day.

Personal Items:

I, the Customer, will be responsible for any personal items left in the vehicle (or any loss caused beyond LCC's control). I, the Customer, agree to remove all personal items from my vehicle and will have the interior and exterior reasonably clean before any work is commenced. If LCC must remove personal items in order to access work areas of the vehicle, additional labor fees may be charged.

Authorization for services/Terms of Agreement:

I, the Customer, hereby authorize LCC to complete services. I acknowledge the policies and practices explained and personally guarantee that I will pay all sums upon request/agreement. Should I default on the payment, I grant a lien on said vehicle to LCC and understand that my vehicle will not be released to me until the amount due is paid in full. If payment is not paid within 30 days, LCC will proceed with filing a lien on the vehicle for acquisition of the title. Payment including work performed, storage, administrative, tow bill, collection expenses and attorney's fees will be due prior to the release of the lien. The Customer hereby agrees to pay One Hundred (\$100.00) Dollars for any returned check, such as non-sufficient funds, account closed, stop payment, or for any other reason.

I authorize permission to operate the vehicle herein described for the purpose of testing and/or inspection. In most cases, the vehicle will only be operated on LCC property. If there is a need to operate the vehicle off of LCC property, special permission will be sought from the customer. I also agree to disclose any information on pre-existing conditions that could deem the vehicle unsafe for operation.

The Customer agrees to carry full property casualty and liability insurance. Note that LCC also carries business insurance with regards to incidents occurring within our building. The Customer and LCC agree that this Agreement shall not be assignable without the written consent of the customer hereto.

This Agreement shall be construed in accordance with the laws of the State of Wisconsin. Any action brought to enforce or interpret this Agreement shall be brought in a court of competent jurisdiction in Waukesha County, Wisconsin. If any action at law or in equity is necessary to enforce or interpret the terms of this Agreement, the prevailing party in litigation or Arbitration shall be entitled to receive reasonable attorney's fees, expenses, costs of appeal, and necessary disbursements in addition to any other relief to which that party may be entitled.

Guarantee/Warranty:

(initial only one)

Customer acknowledges the LCC Guarantee/Warranty and requests a physical copy of the handout _____
Initial Here

- **or** - Customer declined a physical copy of the LCC Guarantee/Warranty handout _____
Initial Here

- I request that LCC contact me for **any** charges exceeding the written estimate prior to the completion of the work.
- I do not request that LCC contact me for charges exceeding the written estimate as long as the charges do not exceed a total of \$_____ over the written estimate.
- I **do not** request that LCC contact me for charges exceeding the written estimate.

Service Authorization Signature/Acknowledgment of Policies

CUSTOMER SIGNATURE _____ DATE _____