

# **Diagnostic Service Policy**

## **1. Service Call and Diagnostic Fee**

A standard diagnostic fee is charged for the time, expertise, and equipment used during the inspection - regardless of whether a definitive diagnosis is reached.

This fee covers:

- On-site inspection and evaluation
- Testing and ruling out common causes
- Documentation of findings and recommendations

## **2. Undiagnosed Issues**

In the event that a diagnosis cannot be confirmed during the initial visit, we will:

- Provide a written summary of the work performed
- Note all findings and tests completed
- Recommend appropriate next steps, which may include follow-up service, observation, or referral to a specialist

Our goal is always to narrow down the issue, saving you time and expense in the long run.

## **3. Credit Toward Repair**

If you choose to proceed with a repair through [Your Company Name] based on our diagnosis or findings, we will credit the diagnostic fee toward the final repair cost (if within 30 days of the diagnostic visit).

## **4. Transparent Communication**

Before any work begins, you'll receive a clear explanation of the process and costs involved. We believe honesty and clarity are the foundation of good service.