

Auto repair facilities customer rights

All automotive repair facilities must post a sign, in a place that can be easily viewed by customers, with the following information:

Your customer rights

You are entitled by law to:

1. A written estimate for repairs which will cost more than one hundred dollars, unless waived or absent face-to-face contact (see item 4 below);
2. Return or inspection of all replaced parts, if requested at time of repair authorization;
3. Authorize orally or in writing any repairs which exceed the estimated total presales tax cost by more than ten percent;
4. Authorize any repairs orally or in writing if your vehicle is left with the repair facility without face-to-face contact between you and the repair facility personnel.

If you have authorized a repair in accordance with the above information you are required to pay for the costs of the repair prior to taking the vehicle from the premises.

RCW 46.71.031 requires the title of the sign in letters at least one and one-half inches high and the remainder of the text be at least three-quarters inches high.

Auto repair facilities must comply with all of the requirements listed above. A repair facility that fails to comply with any of these requirements is barred from asserting a possessory or chattel lien for the amount of the unauthorized parts or labor upon the motor vehicle or component.

However, effective January 1, 2013, Substitute Senate Bill 6005 exempts auto repair facilities from providing written repair estimates for vehicles that:

- Qualify for a horseless carriage license plate under RCW 46.04.199 or collector vehicle license plate under RCW 46.04.1261.
- Are considered a street rod vehicle under RCW 46.04.572, custom vehicle under RCW 46.04.161; or parts car under RCW 46.71.025(4).

This is a general summary of Chapter 46.71 RCW and is not intended to cover all legal implications of the law.

For further information, call the Department of Revenue at 360-705-6705.

[Auto Repair Facilities Customer Rights Poster and instructions \(pdf\)](#)



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