



You have your vehicle repaired



The mechanic informs you orally of the cost of repair.

Repairs have been made without your agreement.

Your car breaks down again.

Have the right reflexes!

Before the repair

> Always insist on a **repair order** that establishes the nature of the work to be undertaken. This document should be written on headed paper, dated and signed by the consumer and the professional. In addition, insist on an **estimate**, if the work is substantial.

> Find out about **the cost**

Prices inclusive of tax should be displayed both inside and outside the reception area. Consequently:

- **labour costs**, either the actual time spent or a maker's time scale (you can consult this scale);
- **inclusive price for parts and labour** (you can consult the detailed list of operations included in the set price).

> Don't hesitate to contact several garages in order to compare prices.

After repair

> Carefully check **your bill** (obligatory). It must show the date, the name and address of the garage, the vehicle registration number, the mileage, a detailed breakdown of each operation, i.e. the prices of the parts or the quantity of product used, the origin of new parts, the total sum due before tax and including tax.

> **Check against the repair order** that repairs or products you have not asked for do not appear on the bill. You are within your rights to refuse to pay for these.

> The garage is obliged to return the car to you with all the safety-related work completed.

> The garage has an obligation with regard to results: it is required to put the vehicle it has been entrusted with back into working order.

In the event of a dispute

If there is a dispute about the quality of the work carried out or the total of the bill, you must pay in order to recover your vehicle. Make your payment but note your reservations on the bill and on the duplicate.

For further information

- > The DGCCRF Internet site / www.dgccrf.minefi.gouv.fr
- > **3939 « Allô, Service Public »** (€0.12 per minute)
- > The Directorate for Competition, Consumer Affairs and Fraud Control (Direction de la Concurrence, de la Consommation et de la Répression des Fraudes) in the département
- > The French national consumer institute (Institut national de la consommation): www.conso.net
- > Any consumer associations in the département