

VanGo Auto

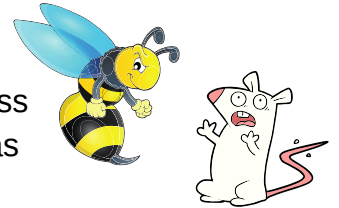
Vanagon Customer Agreement

To establish a mutual understanding and ensure a smooth experience for both VanGo and Vanagon customers, we kindly ask that you review and confirm the following points each year.

- ☐ **Clean out your van** - only the van cushion should be on top of the engine bay and visible cabin areas cleared. Please remove personal belongings from cabinetry if there are services to be performed inside the cabinetry.



- ☐ **Toppers & storage containers** - must be removed before service to properly lift the van in the garage. If we need to remove the belongings, there will be extra time charged.
- ☐ **Timeline for projects** - VanGo services Vanagons two-days per week for a variety of reasons. Please be mindful of this when scheduling your service.
- ☐ **Wasp or mice infestations** - Before bringing your Vanagon to VanGo, address any for staffs' safety. VanGo charges an additional extermination or Ozone gas treatment fee to handle any issue, possibly delaying your appointment.
- ☐ **Required inspection** - New vans to VanGo require a 30-minute baseline safety inspection, which measures the immediate safety needs. Comprehensive inspections are not required (2.5 hour inspection & 30-minute consultation); although, it is highly recommended.
- ☐ **Classic vehicle expense** - Owning a classic vehicle is an investment. Annual repair costs for your 40-year-old van often exceed costs you would expect to incur maintaining/repairing a modern-day vehicle.
- ☐ **Part availability** - Parts are not always readily available for classics, sometimes causing delays. VanGo will keep customers apprised of any changes.
- ☐ **Part selection** - Options and sources for classic parts are fewer. VanGo will attempt to always use the best parts available.
- ☐ **Customer parts** - In accordance with common practice, VanGo cannot accept/use and warranty customer parts.



- ☐ **Unexpected discovery** - Addressing one issue or need in your classic may lead to the discovery of another problem not expected. This is particularly important to keep in mind given the age of your vehicle.



- ☐ **All classics need custom repairs** - VanGo will provide an estimate before beginning service (valid for 10-days). The estimate is if work goes seamlessly; the total cost of the repair could exceed the estimate. Rust and corrosion are primary reasons for extra repair time needed. Additionally, each Vanagon is uniquely different from the next Vanagon - no two van are the same. These classics are rigged up differently due to the 40-years of various hands working on them which makes VanGo's repairs custom work.



- ☐ **Diagnostics are often complicated** - Expect two-hours of labor expense on drivability problems. If there is less time needed, VanGo will always adjust the diagnostic time down.

- ☐ **Adding more repairs** - VanGo schedules specific time for the services you book. If you add concerns at drop-off or shortly before your appointment, there may not be enough time to address them. Additional work discovered during the appointment will be handled if possible, but if time is limited, another appointment may be required. Plan accordingly if you have trips close to your VanGo service.



- ☐ **Cost alterations** - VanGo will keep you apprised of additional work and costs throughout the repair process according to your preferences. Large repairs can fluctuate from the original estimate due to the custom work. Please communicate at what price point you desire a phone conversation.

- ☐ **Break-in Process** - We recommend that van customers do not plan vacations immediately following large repairs. 40-year-old classics can have unforeseen needs that come up during large repairs that extend its time at VanGo and it can be extremely helpful to "break-in" a van around town after large repairs.



- ☐ **Warranty** - Your engine replacement and/or transmission rebuild comes with a standard warranty; however, we highly recommend adding an extended warranty for added peace of mind.

- ☐ **Parts Deposit** - A deposit is required for every \$750 worth of parts for longer projects. Pre-payment is required for pre-ordered special parts for your van when you have a scheduled future appointment.

- ☐ **Storage Fees** - are \$25 per day starting 3-days after the completion of your van.

- ☐ **Convenience Fee** - Invoices over \$1,000 are charged a 3% convenience fee for van repair due to bank charges. Other payment options with no bank fees are also available upon inquiry.

I have read, agree to, and understand each point in this agreement.

NAME

SIGNATURE

DATE