

TO: ALL REPAIR FACILITES

FROM: UNITED AMERICAN LIEN

RE: ADMINISTRATIVE MOTOR VEHICLE RULES FOR ANY MECHANICS LIEN  
REGARDING WORK ORDERS/INVOICES

**DO NOT LIST STORAGE AND/OR ADMINISTRATIVE FEES ON  
WORK ORDER/INVOICE**

**WE CAN NOT PROCESS ANY MECHANICS LIEN UNLESS THESE  
RULES ARE FOLLOWED!!!!!!**

BELOW MUST BE ON THE WORK ORDER/INVOICE

1. NAME AND ADDRESS OF CUSTOMER
2. DATE VEHICLE CAME INTO FACILITY
3. DATE VEHICLE WAS COMPLETED (FOR WHAT IS BEING CHARGED FOR)
4. YEAR, MAKE, VIN# & MILEAGE
5. GENERAL DESCRIPTION OF WORK PERFORMED
6. DAILY STORAGE RATE
7. WORK ORDER MUST BE SIGNED BY CUSTOMER, DIGITALLY SIGNED WITH SIGNATURE OR IF NO SIGNATURE THEN "VERBALLY AUTHORIZED" & DATED

EXAMPLES OF PROPER WORK ORDER/INVOICE FOR AUTO REPAIR FACILITIES AND DEALERSHIPS ARE ALSO ATTACHED TO THIS MEMO. WE HAVE STARRED (\*\*) THE AREAS THAT MUST BE COMPLETED



Florida Department of Agriculture and Consumer Services  
Division of Consumer Services  
2005 Apalachee Pkwy  
Tallahassee, Florida 32399-6500

March 7, 2019

ARROW AUTO GLASS  
220 DIVISION ST UNIT 2  
KINGSTON, PA 18704-2740

SUBJECT: Motor Vehicle Repair Shop Registration MV97193

Your application for registration as a motor vehicle repair shop as required by section 559.904, Florida Statutes, has been received and processed.

Your registration certificate appears below. This registration certificate will expire March 1, 2021.

Your registration number is required by law to be placed on your invoice forms. The registration number is also required to be included in advertisements which are placed in a newspaper, magazine, or directory.

If you have any questions, please do not hesitate to call the Division of Consumer Services, Bureau of Compliance, at 800-435-7352 or 850-410-3800.

**SAMPLE**



State of Florida  
Department of Agriculture and Consumer Services  
Division of Consumer Services  
2005 Apalachee Pkwy  
Tallahassee, Florida 32399-6500

Registration No.: **MV97193**  
Issue Date: March 7, 2019  
Expiration Date: March 1, 2021

POST CERTIFICATE  
CONSPICUOUSLY

**Motor Vehicle Repair  
Registration Certificate**

Chapter 559, Florida Statutes  
GOOD ONLY FOR THE LOCATION LISTED BELOW

ARROW AUTO GLASS  
5026 TENNESSEE CAPITAL BLVD  
TALLAHASSEE, FL 32303-7812

OWNED BY:

ARROW AUTO GLASS OPERATING COMPANY LLC

This is to certify that the Motor Vehicle Repair Shop whose name and address are shown above has registered and paid the prescribed fee (based on the declared number of mechanics, technicians, and helpers) as required by s. 559.904 F.S. and is authorized to perform Motor Vehicle Repairs at the location shown above.

*Nicole Fried*

NICOLE "NIKKI" FRIED  
COMMISSIONER OF AGRICULTURE

## Exhibit H



Florida Department of Agriculture and Consumer Services Division of Consumer Services

### Motor Vehicle Repair Estimate and Invoice Requirements

*(Disclaimer: This checklist is provided for general informational purposes only and is not intended to provide legal advice. Each motor vehicle repair shop should consult with its own legal counsel with respect to its particular circumstances and obligations under the Florida Motor Vehicle Repair Act.)*

#### Estimate Requirements 559.905(1), F.S.

In accordance with the Florida Motor Vehicle Repair Act s. 559.905, F.S., the motor vehicle repair estimate must include at least the following items:

- a. The name, address, and telephone number of the motor vehicle repair shop.
- b. The name, address, and telephone number of the customer.
- c. The date and time of the written repair estimate.
- d. The year, make, model, odometer reading, and license tag number of the motor vehicle.
- e. The proposed work completion date. (form may say promised)
- f. A general description of the customer's problem or request for repair work or service relating to the motor vehicle.
- g. A statement as to whether the customer is being charged according to a flat rate or an hourly rate, or both.
- h. \* The estimated cost of repair. The following must appear:
  - \* The form must state whether the estimate includes a separate charge for shop supplies or hazardous/other waste removal.
  - \* If the estimate includes a separate charge for shop supplies or hazardous/other waste removal, the form shall include the following statement: "This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal."
  - \* The estimate shall contain a statement identifying charges mandated by state or federal law, as follows:
    - If the estimate includes the sale of new tires it must state: F.S. 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.
    - If the estimate includes the sale of a new or remanufactured battery it must state: F.S. 403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.
- i. The charge for making a repair price estimate or, if the charge cannot be predetermined, the basis on which the charge will be calculated.
- j. The customer's intended method of payment.
- k. The name and telephone number of another person who may authorize repair work, if the customer desires to designate such person.
- l. A statement indicating what, if anything is guaranteed in connection with the repair work and the time and mileage period for which the guarantee is effective.

- m. A statement allowing the customer to indicate whether replaced parts should be saved for inspection or return.
- n. A statement indicating the daily charge for storing the customer's motor vehicle after the customer has been notified that the repair work has been completed. However, no storage charges shall accrue or be due and payable for a period of 3 working days from the date of such notification.

\* IF CHARGES ARE ASSESSED FOR ITEMS "n" AND/OR "n" THEN A STATEMENT IS REQUIRED.

**Estimate Requirements 559.905(2), F.S.**

If the cost of repair work will exceed \$100, the shop shall present to the customer a written notice conspicuously disclosing, in a separate, blocked section, only the following statement, in capital letters of at least 12-point type:

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

\_\_\_\_\_ I REQUEST A WRITTEN ESTIMATE.

\_\_\_\_\_ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$\_\_\_\_\_ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

\_\_\_\_\_ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

**Invoice Requirements 559.911, F.S.**

In accordance with the Repair of Motor Vehicles Act s. 559.91, F.S., the motor vehicle repair invoice shall include the following information:

1. The current date and odometer reading of the motor vehicle.
2. A statement indicating what was done to correct the problem or a description of the service provided.
3. An itemized description of all labor, parts, and merchandise supplied and the costs thereof, indicating what is supplied to the customer without cost or at a reduced cost because of a shop or manufacturer's warranty.
4. A statement identifying any replacement part as being used, rebuilt, or reconditioned, as the case may be.
5. A statement indicating what, if anything, is guaranteed in connection with the repair work and the time and mileage period for which the guarantee is effective.
6. The registration number from the certificate issued by the Department pursuant to this part. New MVR shops that do not possess a registration number may provide an area designated for the registration number.

### Motor Vehicle Repair Invoice

<p><b>PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:</b>                  I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.  <input type="checkbox"/> I REQUEST A WRITTEN ESTIMATE.  <input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  <input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE.</p> <p>SIGNED _____ DATE _____</p>	<p><b>ABC AUTO REPAIR SHOP</b>                  123 ANY STREET                  ANY PLACE, FL 33333                  (123) 456-7890                  ****SAMPLE****                  FLORIDA REGISTRATION: MV-00000</p>	<p>____ month/____ mile warranty on all parts and labor unless otherwise specified.</p> <p>Intended Payment Method:                  CASH CHECK VISA MC AMEX</p> <p>Date: _____ Time: _____</p>									
<p>*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced/</p>											
QTY	PART NO	DESCRIPTION	*	PRICE	EXTEND	Name: _____ Proposed Completion Date: _____ Address: _____ Home Pk: _____ City: _____ State: _____ Zip: _____ Work Pk: _____ Other Authorized Person: _____ Phone: _____ Year/Make: _____ Model: _____ Tag: _____ Miles In: _____ VIN#: _____ Miles Out: _____ Save Old Parts: Yes No (Cars may apply) Customer Complaint/Problem: _____ LABOR CHARGES BASED ON: FLAT RATE _____ HOURLY RATE _____ ESTIMATE/DIAGNOSTIC FEE: _____ BOTH APPLY _____ FOR HOURLY AT _____ PER HOUR A storage fee of \$ _____ per day may be applied to vehicles which are not claimed within 3 working days of notification of completion.					
DESCRIPTION OF REPAIRS						LABOR	CHARGES				
<input type="checkbox"/> ESTIMATE <input type="checkbox"/> INVOICE											
						PARTS: \$ _____					
						LABOR: \$ _____					
						SUBLET/OTHER \$ _____					
						**SHOP SUPPLIES \$ _____					
						**FEES \$ _____					
						Subtotal \$ _____					
						Tax \$ _____					
						<b>TOTAL: \$ _____</b>					
Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any reason, a tear down and reassembly fee of \$ _____ will be applied. X _____ Date _____						*This charge represents costs and profits in the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. **F3408.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. **F3-638.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.					

