

Ctar Policy

Customer policy for pricing, diagnostics, repairs, safety, documentation, and service conditions.

At Critical Times Auto Repair, customers are paying for professional mobile diagnostic and repair service performed with care, honesty, quality tools, and strong attention to safety. CTAR is committed to providing clear communication, accurate testing, and repair recommendations based on the vehicle's actual condition rather than guesswork or unnecessary parts replacement.

1. Pricing

CTAR's current standard pricing is as follows:

<p>\$55</p> <p>General Inspection</p> <p>A quick visual look-over with basic direction. No in-depth testing, scan-tool work, jacking up, or live data.</p>	<p>\$85/hr</p> <p>Diagnostic Service</p> <p>In-depth testing, scan-tool checks, live data, electrical testing, diagrams, specs, and component checks as needed.</p>	<p>\$145/hr</p> <p>Labor Rate</p> <p>Repair labor and approved extended testing are billed at the current labor rate.</p>
<p>\$40</p> <p>Mobilization Fee</p> <p>Helps cover bringing mobile tools, equipment, setup, and service directly to the vehicle.</p>	<p>\$1/mile</p> <p>Mileage</p> <p>Mileage is based on round-trip travel distance.</p>	<p>Varies</p> <p>Parts Sourcing</p> <p>May vary by time spent locating, coordinating, purchasing, or retrieving parts, including after-hours needs.</p>

- Emergency, after-hours, or weekend service may be billed at a higher rate.
- All prices are subject to the nature of the repair, vehicle condition, location, and time required to properly perform the service.
- Prices may change due to unforeseen conditions discovered during diagnosis or repair.

2. What the customer is paying for

Customers are not only paying for the physical repair itself. They are also paying for:

- professional knowledge and experience
- proper use of diagnostic equipment and testing procedures
- travel to the service location
- time spent inspecting, testing, verifying faults, and confirming repairs
- safe and careful work performed to professional standards
- honest explanations of findings and recommendations

CTAR does not rely on random guessing or unnecessary parts replacement. Diagnostic time is skilled labor and is billed accordingly.

3. Diagnostic and inspection policy

Diagnostic service is billed at \$85 per hour when diagnosis, inspection, testing, or fault tracing is required. This includes situations where the problem is not yet confirmed and proper testing must be performed before repair recommendations can be made.

Diagnosis may involve:

- scanning modules and reviewing codes/data

- checking wiring, fuses, relays, sensors, and components
- visual inspection
- pinpoint testing
- taking a look
- confirmation of root cause before repair approval

Diagnostic time does not automatically include the repair itself unless otherwise stated. Diagnostic fee waiver: If the customer agrees to move forward with the recommended repair within the first hour of inspection, and CTAR is available to begin the repair the same day, the first hour of diagnostic time may be waived.

4. Approval before repairs

CTAR will communicate findings and recommendations as clearly as possible before moving forward with repairs whenever reasonably possible.

In some cases, partial disassembly, access work, or additional testing may be required before a final estimate can be given. The customer is responsible for approved labor and diagnostic time already spent, even if they choose not to continue with the repair.

5. Large tear-down jobs and high-risk repairs

Some repairs involve major disassembly, limited visibility before tear-down, aged components, prior poor workmanship, hidden damage, or repair conditions that cannot be fully known until the job is opened up.

Examples may include, but are not limited to:

- engine tear-down or internal engine repairs
- timing component repairs
- cooling system failures involving multiple parts
- oil leak repairs requiring major access
- suspension or steering work on severely rusted or damaged vehicles
- electrical issues involving intermittent faults, prior wiring damage, or multiple affected systems

For these types of jobs:

- quoted pricing may change if hidden problems are discovered
- additional labor may be required due to seized, broken, stripped, missing, or previously damaged hardware
- related components may fail or require replacement once the repair process begins
- no responsible mechanic can guarantee that a major tear-down job will remain limited to the first visible failure only

CTAR will generally refrain from performing major tear-down or high-risk repairs unless both of the following are true: CTAR is fully capable of performing the repair properly without outside assistance, even if the repair may take more than one day to complete, and CTAR explicitly states: "I can and will perform this repair." If CTAR does not make that statement, CTAR may instead direct the customer to a trustworthy shop or mechanic better suited for that particular repair.

6. High comeback-risk situations

Certain repairs carry an increased risk of additional issues appearing afterward, especially on older, neglected, modified, high-mileage, damaged, or partially repaired vehicles.

Examples include:

- vehicles with multiple existing faults
- vehicles with customer-supplied parts
- vehicles previously worked on by others

- vehicles with severe wear, corrosion, fluid contamination, or electrical damage
- repairs where one failed part may have damaged or stressed nearby parts

In these situations, CTAR will explain the risk as clearly as possible. The customer understands that fixing one confirmed issue does not guarantee that all other underlying, related, or previously hidden issues will be eliminated unless those are also diagnosed and repaired.

7. Parts policy

CTAR may install customer-supplied parts or source parts on the customer's behalf, depending on the job.

- customer-supplied parts may increase diagnostic difficulty, delay repair, or create warranty limitations
- CTAR reserves the right to decline installation of poor-quality, incorrect, unsafe, or questionable parts
- additional labor caused by incorrect parts, defective parts, or repeated disassembly is billable

Warranty terms for parts and labor are governed separately under the CTAR Warranty.

8. Travel and mobile service conditions

Because CTAR is a mobile service, travel time, fuel usage, mileage, mobilization, setup, and on-site conditions all affect the service being provided.

Customers are responsible for:

- providing a reasonably safe work area
- ensuring access to the vehicle
- securing permission for the vehicle to be serviced at the location
- keeping pets, hazards, and unnecessary interference away from the work area

CTAR reserves the right to refuse or stop work if the worksite is unsafe or unsuitable.

9. Delays, cancellations, and interruptions

If CTAR arrives and cannot begin work due to customer delay, inaccessible vehicle conditions, missing keys, missing parts, unsafe surroundings, or other preventable interruptions, additional charges may apply.

A \$50 cancellation fee may apply for appointments canceled within 24 to 48 hours of the scheduled service time.

Time reserved for a customer has value, especially when travel and scheduling have already been arranged.

10. Safety, conduct, and workmanship

Safety is taken seriously at CTAR. Repairs are performed with attention to proper procedure, verification, and safe working practices.

However, the customer understands that:

- not every issue can be fully predicted before diagnosis or disassembly
- older or neglected vehicles may present additional risk
- some repairs may reveal unrelated or previously hidden problems
- recommendations are made in the interest of safety, reliability, and proper vehicle operation

CTAR reserves the right to refuse unsafe repair requests or shortcut repairs that would compromise safety, quality, or professional standards. CTAR also reserves the right to refuse a repair or stop a repair at any time due to disrespectful, threatening, abusive, or inappropriate behavior.

11. Recording and documentation

For safety, quality control, documentation, and protection of all parties, all repairs and customer interactions may be recorded.

This may include work performed, conversations related to diagnosis or repair approval, vehicle condition, and surrounding worksite conditions. By authorizing service, the customer acknowledges and accepts that service-related interactions may be documented and recorded in accordance with applicable law.

12. Payment policy

Payment is due upon completion of the approved service unless other written terms have been agreed to in advance.

Charges may include:

- labor
- diagnostic time
- general inspection fee when applicable
- mobilization fee
- mileage / travel
- approved parts/materials
- sourcing fees when applicable
- additional labor resulting from hidden conditions or complications

Vehicles or repair situations abandoned after approved labor has begun are still subject to charges for time already spent.

13. Final acknowledgment

By authorizing service, the customer acknowledges that they understand and accept CTAR's pricing structure, diagnostic approach, repair process, and the possibility of additional costs on major tear-down, high-risk, or hidden-condition repairs.

CTAR is committed to honesty, safety, quality workmanship, strong documentation, and clear communication throughout the repair process.