



9918C York Rd. Cockeysville, MD 21030
 VOX 410.666.8377 FAX 410.666.0821

www.MotoStrada.com

Service Information

All jobs are clocked on a stopwatch, so you are not charged for one minute of downtime.

Name _____

Mailing Address _____

City/State/Zip _____

Day Phone (_____) _____ Evening or Cel (_____) _____

Email _____

Make _____ Model _____ cc _____ Year _____

Insurance None Liability Only Theft Only Full Coverage Company _____ Policy# _____

Tag None Yes Plate _____ State _____ No-tag tag-fee charge for testing \$25

What work would you like to have us perform? Is this a warranty claim? No Yes

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

What is your budget on this job? \$ _____ Please complete all work without an estimate, I agree to pay all charges
I agree to pay a 1-hour minimum charge, please confirm an estimated total before commencing other work.

Other Notes: _____

How often would you like to be contacted with job status updates? Daily Weekly Upon Completion

What is the best method of contacting you? Home Phone Work Phone Cel Phone Email Snail Mail

Upon completion of your work we will contact you. You have 3 days to arrange a pick-up date and settle the balance of your invoice before a \$12/day storage fee is imposed. Bikes not claimed within 30 days of notice of completion become the property of Moto Strada.

I _____ have read all the above and filled out all the questions. I understand that Moto Strada's hourly labor rate is \$65/hour. I understand that certain services may incur a flat fee charge. I agree to pay Moto Strada's minimum charge of 1-hour for any two-wheeled machine which rolls into Moto Strada. The above may not apply to warranty work.

Signature _____ Date _____

Internal Use Only	Moto Strada Signed-in by _____	Date _____
	Mechanics _____	Job# _____



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Terms and Conditions of Service

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1. OUR GUARANTEE

We believe in using quality parts and increasing the longevity of your scooter. When we tell you something needs to be replaced, we believe that it does. If you choose not to replace damaged parts when your scooter comes in for service, we obviously cannot give you our guarantee. If your bike comes in for a full service and something should fail after it leaves, return the bike and we will be glad to fix the problem at no charge to you. We guarantee workmanship on bikes fully serviced by the Moto Strada staff, for 2 months or 1,000 miles whichever should come first. *We do not guarantee any used parts or electrical components.

2. ESTIMATES

If you request an estimate on any work we will do our best to make it as accurate as we can. However, due to the nature of the (sometimes vintage) scooters that we service, we cannot always foresee the extent of damage, the cost of parts, or the labor needed to replace those parts, or even in some cases our ability to obtain those parts. Because of this our estimate may be considerably less or more than expected. It can also be very difficult to accurately estimate costs of 'outside labor' (i.e. paint, bodywork, machining, etc.) if applicable.

3. SERVICE REQUEST & WAITING LIST

A Service Request form must be filled out whenever a job is brought into us for work in order to expedite troubleshooting and repair. Depending upon the time of year and the workload in our service department, we might enforce a waiting list for service and restoration jobs. If this is the case, upon completing a Service Request form, your name will be added to our waiting list. We will then take on service jobs sequentially and you will be called when we come to your name.

4. DEPOSITS

We require deposits on all service and restoration jobs. We do this to ensure your job gets the parts and attention it will require. We require an initial deposit of half of the estimated costs, and if your job goes beyond the deposit and you have a long term job (longer than a week) we may call you to request an additional deposit(s).

5. COSTS

Our hourly labor rate is \$65/hour. All jobs are clocked on a stopwatch, so you are not charged for one minute of downtime. Certain services may incur a flat fee charge. There is a minimum charge of 1 hour for any two-wheeled machine which rolls into Moto Strada. A 1-hour labor charge may be incurred for any estimate for insurance work or larger jobs which require an extensive list of parts. In addition large orders may also be charged freight and handling fees due that may be charged to us by our shippers, suppliers, and subcontractors. Parts are charged separate from labor. The above may not apply to warranty work.

6. SHOP FEE

Any job that goes through the shop is subject to a shop fee. The shop fee is 5% of all parts and labor. The shop fee goes to supply us with our tools, rags, oil, grease, cleaners, etc.

7. STORAGE FEES

When your job is completed, we will call you to inform you that it needs to be collected. After we call you have 3 business days to settle your balance and pick up your bike, engine, part, etc. If after those 3 days your job is unclaimed, you will be billed a storage fee of \$12 per day (NO EXCEPTIONS will be made). We do this for insurance purposes and because of our limited storage space; every finished scooter in our shop means one less scooter that someone else can bring in for the service it requires.

8. OTHER FEES

Other fees may include, but are not limited to environmental impact fees, no tag testing fees, and Maryland Sales Tax. The impact fee is based upon the quantity and types of hazardous materials we must dispose of (including, but not limited to, batteries, tires, oil, gas, brake fluid, etc.). A \$25 road testing fee will be charged for bikes that come into the shop without license plates or insurance. 5% is the Maryland Sales Tax on parts, but not labor or shipping. Sales tax also does not apply if we ship parts out of state, but non-Marylanders must pay sales tax on items they buy in-person at the shop.

9. UNCLAIMED REPAIR JOBS

Any scooter left unclaimed after 30 days of first notice will become property of Moto Strada.

* **Disclaimer of Warranties:** Moto Strada, Makes no warranty as to the products it distributes, Expressed or Implied, Including without limitation any warranties of merchantability or fitness for a particular purpose. However Moto Strada will pass on any and all warranties made by the original manufacturer, who has the sole responsibility for performing any such warranties. The manufacture shall be solely responsible for any damages to person or property arising from the design, manufacture and testing of its products. Moto Strada shall not be liable for any direct, incidental or consequential damage as a result of any manufacturer's breach of warranty.

"In order to ensure the quality of our work Moto Strada will test drive all vehicles brought in for service. We check for the problems the customer requested service for, general rideability, and compliance with Maryland's safety laws. Without test drives, we cannot guarantee any repairs. Moto Strada cannot be held responsible for any problems revealed on test drives, that were in existence prior to the start of service, that the customer did not request service for, though we will note all problems, and recommend a course of action.

"Moto Strada cannot be held liable for any problems stemming from any problems not fixed because a customer disagreed with our recommended course of repair."

I _____ have read and fully understand all the above terms and conditions

Signature _____

Date _____