

**BODY SHOP  
CUSTOMER BILL OF RIGHTS  
SIGN INSTRUCTIONS AND TEMPLATE**

1. The sign must be at least 22 inches by 28 inches in size and conspicuously displayed for consumers seeking services.
2. **Boldface** font must be used as indicated on the template.
3. The sign must include a replica of the "Great Seal of the State of Nevada."
  - A. The seal must be 2 inches in diameter.
  - B. The seal must be centered on the face of the sign directly above the words, "STATE OF NEVADA."



## STATE OF NEVADA

### LICENSED BODY SHOP

**THIS BODY SHOP IS LICENSED BY THE DEPARTMENT OF MOTOR VEHICLES**

**NEVADA AUTOMOTIVE REPAIR CUSTOMER BILL OF RIGHTS AS A CUSTOMER IN NEVADA:**

**YOU** have the right to receive repairs from a business that is **LICENSED** with the Department of Motor Vehicles that will ensure the proper repair of your vehicle. (NRS 487.6871)

**YOU** have the right to receive a **WRITTEN ESTIMATE** of charges for repairs made to your vehicle, which exceed \$50 and if any, the rate of and circumstances under which you will be charged more than \$50 for the storage of your vehicle. (NRS 487.6875)

**YOU** have the right to read and understand all documents and warranties **BEFORE YOU SIGN THEM**. (NRS 487.6871)

**YOU** have the right to **INSPECT ALL REPLACED PARTS** and accessories that are covered by a warranty and for which a charge is made. (NRS 487.6883)

**YOU** have the right to request that all replaced parts and accessories that are not covered by a warranty **BE RETURNED TO YOU AT THE TIME OF SERVICE**. (NRS 487.6883)

**YOU** have the right to require authorization **BEFORE** any additional repairs are made to your vehicle if the charges for those repairs exceed 20% of the original estimate or \$100, whichever is less. (NRS 487.6877)

**YOU** have the right to receive a **COMPLETED STATEMENT OF CHARGES** for repairs made to your vehicle and for storage of your vehicle, if applicable. (NRS 487.6893)

**FOR MORE INFORMATION, THE COMPLIANCE ENFORCEMENT DIVISION OF THE DEPARTMENT OF MOTOR VEHICLES CAN BE REACHED AT:**

**[www.DMVNV.com](http://www.DMVNV.com)**

**Carson City**

555 Wright Way, Carson City, NV 89711 (775) 684-4690

**Elko**

3920 East Idaho Street, Elko, NV 89801(775) 753-1175

**Henderson**

1399 American Pacific Drive, Henderson, NV 89074 (702) 486-1371

**East Las Vegas**

2701 East Sahara Avenue, Las Vegas, NV 89104 (702) 486-4930

**West Las Vegas**

8250 West Flamingo Road, Las Vegas, NV 89147 (702) 486-8620

**Reno**

305 Galletti Way, Reno, NV 89512 (775) 684-3564