

**GARAGE
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
REGISTERED GARAGE

THIS GARAGE IS REGISTERED 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 **REGISTERED** 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. (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. (NRS 487.6893)

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

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