

Repair Order

Shop Name & Logo | Address | Phone | Email | Website — with additional-work authorization

REPAIR ORDER INFO

RO Number	Date In	Promised Date	Service Advisor
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CUSTOMER

Customer Name	Phone	Email
Address	Preferred contact: phone / text / email	Best time to reach

VEHICLE

Year	Make	Model
VIN	License Plate	Mileage In

CUSTOMER CONCERN / COMPLAINT

ORIGINAL ESTIMATE (AUTHORIZED AT DROP-OFF)

Service / Part	Qty / Hrs	Rate	Amount

Original estimate total \$	Customer signature	Date / time
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ADDITIONAL WORK FOUND DURING REPAIR

Work not on the original estimate requires the customer's approval BEFORE it is performed. Record what was found, the added cost, and how and when the customer approved it.

ADDITIONAL ITEM 1

Added cost \$	New total \$	Approved by (name)	Method: phone / text / email / in person	Date & time
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ADDITIONAL ITEM 2

Added cost \$	New total \$	Approved by (name)	Method: phone / text / email / in person	Date & time
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ADDITIONAL ITEM 3

Added cost \$	New total \$	Approved by (name)	Method: phone / text / email / in person	Date & time
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FINAL TOTALS

Original estimate	
Additional work	
Labor Total	
Parts Total	
Tax	
Grand Total	

FINAL AUTHORIZATION & RELEASE

I confirm that all additional work listed above was approved by me before it was performed, and I authorize payment of the grand total upon completion.

Customer Signature	Date
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Technician sign-off	Mileage Out	Date Out
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