

Customer Profile Sheet

DATE: _____ / _____ / _____

It is our Goal to make this the most comfortable and rewarding experience you'll ever have at an automobile repair facility. To tailor our service to your specific needs, please take a few moments to complete the following questionnaire.

Mr. Mrs. Ms. Miss

NAME _____ SPOUSE _____

ADDRESS _____ APT# _____

CITY _____ STATE _____ ZIP _____

PHONE (TODAY) (____) - _____ HOME (____) - _____ CELL/PGR (____) - _____

OFFICE (____) - _____ FAX (____) - _____ OTHER (____) - _____

SPOUSE'S CELL/PGR (____) - _____ SPOUCE'S OFFICE (____) - _____

EMAIL ADDRESS _____

How did you hear about Hi-Tech?

Friend Internet Mail Magazine AAA
TV LeTip Yellow Pages Signs A/C Delco
NAPA Dealer NARPRO Other (Please Elaborate) _____

Do you prefer an estimate before services are performed? Yes No

Is Roundtrip shuttle a benefit you would use? Yes No

I service my vehicle:

Every 3 months or 3,000 miles.
 Every 6 months or 6,000 miles.
 Every 12 months or 12,000 miles.
 Seldom, only if my vehicle is in for other repairs.

While my car is serviced I'll usually need:

Shuttle service to work or home.
 A rental car.
 Computer and/or internet access.
 Somewhere to sit, relax, maybe watch TV...
 Nothing, I've arranged my own ride.

While waiting I prefer:

Coffee
 Tea
 Water
 Soda
 Other

I'd like to read:

The Arizona Republic
 Novels
 Current magazines – please list a few:

Would you like information on how to get ½ price oil changes, free tire rotations, and free maintenance inspections? Yes No (We offer a VIP oil change package)

Would you prefer to manage your time and budget with an Express oil change, or Ultimate Oil Change?
 Express Ultimate (Comprehensive vehicle inspection, free tire rotation and service.)

Do you prefer to get all your services completed at one location, including extended warranties?
 Yes No (We service most extended warranties and perform most any service you may need.)

I usually keep a vehicle for:

- 1-3 years
- 3-5 years
- 5-7 years
- Longer than 7 years (It's cheaper to keep it.)

When selecting a service facility I look for:

- Someone I can trust
- The cheapest price
- Location only
- Brand name parts
- Warranty coverage
- Other _____

Do you expect us to notify you of any services we might see are due on your car while it is in for service?
 Yes No (If we see something it is our responsibility to tell you.)

What type of warranty do you prefer:

- 90 days/4,000 miles
- 12 months/12,000 miles
- 24 months/24,000 miles
- Nationwide
(This is our warranty)

Do you have extended warranty on any of your vehicles?

- Yes
- No

Do you have questions about your vehicle? Would you like to see under the hood, or under the vehicle?

- Yes
- No
- Question: _____

Occupation

(This is optional however we patronize businesses using our services and may refer you to customers who need of your services).

Business Name: _____ Phone #: (____) _____ - _____

Type of Business: _____ Position: _____

Address: _____ CITY _____ STATE _____ ZIP _____

I prefer to pay for automotive service by:

- Cash
- Personal Check
- Debit Card
- Visa
- Master Card
- American Express
- Discover Card

YOU HAVE AUTHORIZED US TO REPAIR YOUR AUTOMOBILE.

Hi-Tech Car Care's warranty covers new material and labor for a period of 24 months, 24,000 miles or more, unless otherwise stated on the repair order. Most repairs have a nationwide warranty which is limited to 12 months or 12,000 miles, call us at (602)224-0941 and we will direct you to the nearest warranty facility and facilitate the repair. This warranty starts from the date the work is completed and includes any defects in workmanship arising from repairs performed under the original invoice. This warranty is non-transferable and limited to the customer listed on the repair order.

Shop supplies are those miscellaneous items that are used in our shop which are too numerous to list. A sample list is available in our office. Also included are hazardous waste fees that we now have to pay. Any vehicle left seven (7) days after completion will be subject to storage charges and will be subject to sell after thirty (30) days. You have authorized us to drive your vehicle for test purposes. All repairs must be paid in full before your vehicle is delivered.

Customer Signature: _____

NO REPAIRS DONE WITHOUT YOUR AUTHORIZATION

Thank you for your time and the opportunity to service all of your automobile needs.

At Hi-Tech Car Care, "The Service Will Amaze You!"