

CUSTOMER ACKNOWLEDGMENT, ASSUMPTION OF RISK, AND LIMITED LIABILITY WAIVER

For customers, vehicle owners, authorized representatives, visitors, and guests entering the facility

IMPORTANT - READ BEFORE SIGNING. This agreement affects legal rights. It contains an assumption of risk and a limited release of claims involving ordinary negligence, only to the extent permitted by Michigan law. It does not waive gross negligence, reckless or willful misconduct, intentional acts, or rights that cannot legally be waived.

1. CUSTOMER, VEHICLE, AND VISIT INFORMATION

Customer / vehicle owner	Legal name _____ Date of birth _____
Contact information	Phone _____ Email _____
Address	Street _____ City/State/ZIP _____
Vehicle	Year _____ Make _____ Model _____ Color _____ Plate/VIN _____
Automotive Service Professional / Auto Tech	Name/business _____ Phone _____
Related record	Repair order / reservation / receipt no. _____ Visit date(s) _____

☐ Vehicle drop-off or pickup only	☐ Customer waiting area access
☐ Escorted work-area access specifically approved	☐ Other approved purpose: _____

2. INDEPENDENT AUTO TECH AND FACILITY RELATIONSHIP

- Reasonable Reliable Rental Services (the **Facility**) makes workspace, bays, lifts, a prep room, a paint booth, tools, or related resources available to independent Automotive Service Professionals / Auto Techs.
- Unless a separate written agreement signed by the Facility expressly says otherwise, the Auto Tech is an independent business and is **not** an employee, partner, joint venturer, representative, or agent of the Facility.
- The Auto Tech - not the Facility - is responsible for the customer's repair agreement, diagnosis, estimate, repair authorization, parts, labor, certification, workmanship, completion date, invoice, warranty, customer deposit, refund, and communications.
- The Facility is not a party to a repair transaction merely because work occurs at its address, the Facility provides access or security assistance, or the Facility's name or location appears on a reservation, notice, photograph, or other record.
- The customer must confirm the identity of the person or business receiving money. A payment made directly to an Auto Tech does not become a Facility payment unless the Facility separately issues a receipt accepting that payment in its own name.

Customer's repair provider	I hired / authorized: _____
Deposit or payment	\$_____ paid to _____ on _____ ☐ None
Facility receipt	☐ Facility did not receive this payment ☐ Facility receipt no. _____

Customer initials confirming this section: _____ I understand who is responsible for my repair and payment.

3. ACTIVE AUTOMOTIVE FACILITY HAZARDS AND ACCESS RULES

The customer understands that an active automotive facility may contain moving or unattended vehicles; raised vehicles; lifts, jacks, stands, tools, cords, hoses, batteries, electrical equipment, compressed air and gases; hot or sharp components; welding, grinding, sparks and noise; fuels, oils, coolant, refrigerant, paint, solvents, fumes and other chemicals; wet, oily, uneven or obstructed surfaces; and restricted work, storage, paint and preparation areas.

☐ Remain in approved customer areas unless escorted and specifically authorized.	☐ Do not touch, start, move, enter, repair, lift or lower a vehicle without authorization.
☐ Do not operate tools, lifts, jacks, machinery, booth controls or other equipment.	☐ Obey barriers, signs, PPE rules, parking directions and emergency instructions.
☐ Do not stand or walk under a raised vehicle or cross a marked safety boundary.	☐ Immediately report a spill, injury, threat, damaged equipment or unsafe condition.

Customer initials confirming this section: _____ I understand the hazards and agree to follow all access and safety rules.

4. VOLUNTARY ASSUMPTION OF RISK

I voluntarily enter or remain at the Facility for the approved purpose stated on page 1. I understand that the hazards described in this agreement can cause falls, cuts, burns, chemical exposure, hearing or eye injury, crushing injury, serious bodily injury, death, or damage to a vehicle or other property. I knowingly accept the ordinary and inherent risks of my permitted presence and activities, including risks created by independent Auto Techs, other customers, vehicles, tools, equipment, and conditions that are open, obvious, or specifically disclosed to me.

I will not enter a bay, lift area, paint booth, prep room, tool area, storage area, or other restricted area unless a Facility representative specifically authorizes and escorts me. Permission to enter one area does not authorize me to use equipment or participate in repair work.

Customer initials confirming this section: _____ I knowingly and voluntarily assume the risks described above.

5. LIMITED RELEASE OF CLAIMS

To the fullest extent permitted by Michigan law, and in consideration for permission to enter or remain on the premises, I release and discharge the Facility, the property owner, and their respective owners, officers, employees, and authorized agents (the Released Parties) from claims for bodily injury, death, or property damage caused by the ordinary negligence of a Released Party and arising from my permitted presence at the Facility or my permitted participation in activities described in this agreement.

This limited release does not apply to gross negligence; reckless, willful, wanton, or intentional misconduct; fraudulent concealment or misrepresentation; a Released Party's legal responsibility for repair work it actually agrees to perform; or any duty, remedy, consumer protection, or other right that applicable law does not permit a person to waive.

This release does not release an independent Auto Tech from responsibility for the Auto Tech's own diagnosis, repair, workmanship, promises, deposits, refunds, warranties, or legal obligations. It also does not make the Facility responsible for those matters.

Customer initials confirming this section: _____ I understand and agree to this limited release of claims.

6. VEHICLE, KEYS, AND PERSONAL PROPERTY

- Before leaving the vehicle, I will remove cash, firearms, medication, documents, electronics, jewelry, and other valuables not required for service. I will disclose any unusual, hazardous, illegal, or highly valuable property that remains.
- I authorize reasonable photographs or video of the vehicle, its location, visible condition, plate/VIN, contents visible without opening closed containers, and any reported damage for intake, security, incident, storage, insurance, or dispute records. Marketing use remains subject to a separate photo release.
- I understand that the Facility is not my vehicle insurer. I am responsible for maintaining any automobile, comprehensive, collision, and personal-property coverage I consider appropriate.
- Except to the extent a Released Party is legally responsible for its own conduct, the Facility is not responsible for loss, theft, damage, incomplete work, or delay caused solely by an independent Auto Tech, another customer, a third party, an undisclosed defect, or property left contrary to instructions.
- Vehicle storage, holdover charges, towing, retrieval, abandoned-vehicle procedures, and responsibility for an Auto Tech's failure to perform are governed by the separate Vehicle Drop-Off and Holdover Storage Agreement when applicable.

Valuables removed	☐ Yes ☐ No ☐ Not applicable Items disclosed: _____
Existing damage / condition	☐ Photos attached ☐ No visible damage noted Notes: _____
Keys delivered to	Name/title _____ Date/time _____ Key tag _____

7. CUSTOMER AND GUEST RESPONSIBILITY

I am responsible for my own conduct and for informing accompanying guests of the Facility's rules. To the fullest extent permitted by law, I will pay for direct physical damage I or my guest causes through negligence, intentional misconduct, unauthorized activity, or violation of written safety rules. I will indemnify the Released Parties against a third-party claim only to the extent the claim is caused by my or my guest's negligence, intentional misconduct, unauthorized activity, or rule violation. This paragraph does not require me to indemnify a Released Party for that Released Party's own negligence or other legally wrongful conduct.

Accompanying guests	Names _____
Minor restriction	☐ No minor will enter a work area ☐ No minor is accompanying me

Customer initials confirming this section: _____ I accept responsibility for my conduct and the conduct of my guests.

8. EMERGENCY RESPONSE AND INCIDENT REPORTING

1. I will immediately notify Facility personnel of an injury, illness, chemical exposure, vehicle movement, fire, spill, threat, property damage, or near miss, and I will call 911 when immediate emergency assistance is needed.
2. I authorize the Facility to contact emergency services and my emergency contact and to provide reasonable first aid within the responder's training. I remain responsible for my medical and transportation expenses, subject to insurance and applicable law.
3. I will cooperate in completing a Customer / Shop Incident Report and preserving relevant photographs, video, witness information, and records. An incident report documents facts and is not an admission or determination of liability.

Emergency contact	Name _____ Relationship _____ Phone _____
Medical information	Optional allergies / conditions responders should know: _____

9. RIGHTS PRESERVED; SEPARATE REPAIR DOCUMENTS

This agreement is a premises and activity risk document. It is **not** a repair estimate, waiver of estimate, repair authorization, final invoice, warranty, emergency repair waiver, membership agreement, bay rental agreement, photo release, insurance waiver, or Vehicle Drop-Off and Holdover Storage Agreement. Each separate document must be completed when applicable.

Nothing in this agreement authorizes a repair, permits a charge, waives the customer's right to an estimate or itemized invoice, allows a repair facility or Auto Tech to exceed an authorized amount, or eliminates a right or remedy under the Michigan Motor Vehicle Service and Repair Act, the Michigan Consumer Protection Act, or other applicable law. No person may use this agreement to evade a licensing, certification, safety, environmental, consumer-protection, or insurance requirement.

10. TERM, INTERPRETATION, AND CUSTOMER COPY

1. This agreement applies only to the vehicle and visit date(s) identified on page 1, including reasonable return visits directly related to the same repair order or reservation, unless a later signed agreement replaces it.
2. Michigan law governs this agreement. Any permitted court proceeding relating to it shall be brought in a court with proper jurisdiction in Wayne County, Michigan, unless applicable law requires another location.
3. If a provision is found unenforceable, it shall be limited or severed only to the extent necessary, and the remaining provisions shall continue in effect. Headings are for convenience and do not change meaning.
4. No oral statement changes this agreement. A change must be in a writing signed by the customer and an authorized Facility representative. The customer must receive a completed copy after signing.

11. VOLUNTARY ACKNOWLEDGMENT AND SIGNATURE

By signing below, I confirm that I am at least 18 years old and am the vehicle owner or am authorized to act for the owner. I have read all three pages, filled in all material blanks, and had an opportunity to ask questions and consult an attorney if I chose. I understand the independent Auto Tech relationship, the identified hazards, the assumption of risk, the limited release of ordinary-negligence claims, and the rights that remain protected. I sign voluntarily and have not relied on a statement that contradicts this written agreement.

CUSTOMER / AUTHORIZED VEHICLE OWNER	FACILITY REPRESENTATIVE
Signature: _____	Signature: _____
Printed name: _____	Printed name/title: _____
Date: _____ Time: _____	Date: _____ Time: _____

AUTOMOTIVE SERVICE PROFESSIONAL / AUTO TECH RECEIPT

I acknowledge that the customer identified above is my customer unless a separate signed writing states otherwise. I remain responsible for my repair transaction, customer payment, repair documents, vehicle, keys, workmanship, communications, and compliance with law.

Auto Tech signature	Signature _____ Printed name _____
Date / record	Date/time _____ Repair order / reservation no. _____

FACILITY USE: ☐ Customer received completed copy ☐ Orientation completed ☐ Conduct rules signed ☐ Vehicle drop-off agreement attached
☐ Photo/security notice provided

Related incident / storage / work-order notes: _____

Document-control note: This form should be reviewed with the Facility's Michigan attorney and commercial insurance agent before first use and after any material change in operations, access rules, insurance, or law.