

PREFERRED CUSTOMER PROGRAM  
Pickup and Delivery Form

To our Preferred Customers:

1. Please complete this form and leave it in the vehicle prior to vehicle pickup.
2. Be sure to leave a telephone number where you can be reached the day of your appointment.

Name \_\_\_\_\_ License Plate # \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone # \_\_\_\_\_ Cell phone # \_\_\_\_\_ Work # \_\_\_\_\_

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_ Color \_\_\_\_\_

**Use this hand check list**

- |   |  |
|---|--|
| <input type="checkbox"/> Change oil & filter  | <input type="checkbox"/> Replace wiper inserts       |
| <input type="checkbox"/> Tire rotation        | <input type="checkbox"/> Air Conditioning test       |
| <input type="checkbox"/> Tire balance         | <input type="checkbox"/> Install special order parts |
| <input type="checkbox"/> Transmission Service | <input type="checkbox"/> 15,000 mile maintenance     |
| <input type="checkbox"/> Tune – up            | <input type="checkbox"/> 30, 000 mile maintenance    |
| <input type="checkbox"/> Front end alignment  | <input type="checkbox"/> 60, 000 mile maintenance    |
| <input type="checkbox"/> Brake inspection     |  |

Other work (details)

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Estimate

You have the right to a written or oral estimate if the expected cost of repairs or service will be more than fifty dollars.

Your bill will not be higher than the estimate by more than ten percent unless you approve a higher amount before repairs are finished. Please initial your choice below:

- Written estimate                       No estimate  
 Oral estimate                               Call if repairs will be more than \$ \_\_\_\_\_

**Payment for any repairs or services not covered by warranty must be paid for by CREDIT CARD before the vehicle can be returned. Please initial below:**

**please call me for my credit card number**

“I authorize the repair work described (including parts and materials) and agree to pay for it by CREDIT CARD unless other prior arrangements have been made. I understand that Riley Toyota, Cadillac, Scion is not responsible for delays caused by the unavailability of parts or delays in parts shipments or for loss or damage to the vehicle or any articles left in it in case of fire, theft or any cause beyond Riley Toyota, Cadillac, Scion control.”

Date signed \_\_\_\_\_ Customer signature (required) \_\_\_\_\_

All parts removed will be discarded unless instructed otherwise:  Return  Save for inspection  
Any parts replaced under warranty must be returned to the manufacturer.