Page 4. **Frequently Asked Questions**

**CAN YOU GIVE ME AN ESTIMATE?**

A 2013 Washington state law (RCW 46) exempts automotive restoration, custom, and fabrication shops from the requirement they provide written estimates for services provided on custom work, customized cars, street rods and collector vehicles. According to this law such shops can bill for “time and materials” on a weekly basis rather than a written estimate. This law effectively separates them from collision and auto repair shops that *are* required to provide written estimates.

Why was this law enacted? The answer is simple; no one can accurately predict the time or materials required to restore a vehicle or do custom or fabrication work. While collision shops rely on established software systems or the “book rate” to predict the cost of parts, time or labor required to complete a collision repair, no such tools exists for restoration and custom fabrication work. The reality is over time the environment, collisions, rust, modifications, and variations in use combine to make each vehicle unique making accurate predictions impossible. We do our best to work within our customer’s budgets, however, we will not be providing you with a written estimate for these reasons.

**FLAT RATE VS TIME & MATERIALS**

What’s the difference? With the flat-rate, or book rate pay system, the estimate and cost of any resulting work is predetermined by published rates. Published rates are based upon established time and materials required to perform common services and repairs. However, because of the nature of our business, custom and restoration shops cannot accurately predict the cost of doing custom work simply because there is no published or book rate for completing such tasks.

**HOW CAN I KEEP MY POJECT ON BUDGET?**

We take keeping your project within your budget very seriously. Your personal involvement in the restoration/build process is the best way to keep your project on track and within your budget. It is your participation, communication, familiarity with the project, regular visits to see the work in progress, and your careful review of your weekly invoices that keeps projects on budget. It is also your responsibility to manage your budget. If your budget will not allow you to complete your project it is your responsibility to stop the project before you run out of money. We want you to have a good experience with us!

**HOW LONG WILL IT TAKE?**

We consider it our obligation to do quality work and get it done on time, in that order. We warranty our work so we must put quality work ahead of time schedules. We try to be as realistic as possible about the time required to complete a task. Factors that can slow the pace of work are the availability of parts, shipping time for them to arrive, unexpected difficulties performing the work we provide, and slow payment issues.

**HOW CAN I TRUST YOU TO DO QUALITY WORK?**

We are recognized as a company that has earned its reputation for its high level of expertise. Our employees are talented and proud to work with us, clients and vendors recommend us and competitors in the custom car and restoration community respect us. We believe our reputation depends on the high quality of work we do here and we stand behind our work. On April 8th 2017 our shop was awarded the **“2017 Builder of the Year”** award by the Washington State Hot Rod Hall of Fame. Some very well-informed people believe we do a good job.