

From: [Owen Tipton](#)
To: [FamiliesCommunities Committee](#)
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The bill proposes things already in place by most repair shops. My business is built on trust and service. My fear as with most government regulation is a paperwork burden that really does nothing to actually protect the consumer but rather contributes to the businesses overall inefficiency which is then passed on to the consumer as an increased cost. You see every regulation and bit of red tape makes it more and more difficult to actually do business. If this trend continues small business may eventually disappear and the consumer will be left to dealing with large corporations that will that are impersonal, inefficient and extremely costly. As for returning parts, my customers are free to take home the trash if they like, saves me from cleaning it up, however many parts have a core charge and must be returned to the manufacturer to have this charge refunded. If they must returned to the customer then the core charge will have to also be passed on to the customer, another burden for the customer. Basically leave people alone, they are able to make intelligent choices on their own, they don't need to be protected from every little thing that can occur. Same goes for businesses, they are not out to rob people, they are there to help them and provide good service so that the customers come back. The more you meddle the more you weaken the fabric of our country.

Thank you, Owen Tipton

