

From: webmaster@assembly.ab.ca
To: [FamiliesCommunities Committee](#)
Subject: Fair Trading Amendment Act - RESPONSE October 6, 2016 10:17 PM
Date: Thursday, October 6, 2016 10:17:50 PM

PART A: Submitter Contact Information

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City/Town: Edmonton

Are you now or have you ever been employed by the automotive service or repair industry? Yes

PART B:

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 Feedback
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As an owner of a automotive repair facility who provides most of the items found in boll 203 already like warranty, return of all parts, and the policy of providing estimates too all customers before a repair is performed I agree with much of the bill. On the other hand much of the wording in the bill makes performing basic repairs very difficult. I.e written permission too perform repairs is not realistic in most cases as many people have no access too a fax machine to send or receive the paper if they have left the shop. Also the wording says we cannot charge too provide an estimate but many diagnostic problems require specialty tools costing thousands of dollars and an experienced highly paid tech too perform the initial diagnostic. I also disagree with the part of the bill that states a person can get warranty work performed wherever they want and the original shop has too pay the customer back at full shop rate. This opens up the repair facility too predatory repair facility's gouging due too the requirement that their competitor will pay the bill. I own a Fountain tire with nation wide warranty. We provide these warranty at all our facility's. The customer can take the car too any one and receive full warranty at no cost too themselves and I know the repair was performed properly at the proper price.

PART C: HOW DID YOU HEAR ABOUT THIS REVIEW?

- Newspaper
- Radio
- Kijiji
- Facebook
- Twitter
- Other