

From: [Lan Gilbert](#)
To: [FamiliesCommunities Committee](#)
Subject: FW: Auto Repair Protection
Date: Friday, October 21, 2016 8:56:18 AM

From: Lan Gilbert [mailto:[\[REDACTED\]](#)]
Sent: October-21-16 8:43 AM
To: 'committee@assembly.ab.ca' <committee@assembly.ab.ca>
Subject: Auto Repair Protection

Estimates: Can be a very grey area as to repair because of all the similarities in failures in electronic parts , you may change more than one part to correct the situation.

Invoices: are usually used for the purchase of parts.

Parts Returns: When the Customer supplies the part or asks for the wrong part to be ordered because he has self-diagnosed or has had another shop diagnose the problem and the parts supplier has spent money on obtaining the part there should be at least a Restocking charge of 15%

Warranties: Warranties vary a lot and are misunderstood by the public as to what warranty is. Warranty covers items that have a manufacturing defect or under perform for a specific amount of time. The public do not want to believe this they feel they have the right to tell you what the warranty is. Warranty needs to be explained better or the people need better education on how warranty works. Eg if a part has 12 months (1 year) of warranty and it becomes defective in the 11 month of the warranty, the replacement part does not start warranty all over again that replacement part only has 1 month of warranty to take you to the warranty commitment period of 12 months (1 year). So if it fails in the 14 month for example the customer needs to buy a new one.

Bill 203 (Auto Repair Protection) Needs some very serious scrutiny to meet both sides the provider needs protection from the consumer, and the consumer needs protection from the provider. Problem being the Consumer these days seem to think they have all the rights.

Lan Gilbert
[\[REDACTED\]](#)