

**From:** [info@westerncorvette](mailto:info@westerncorvette)  
**To:** [FamiliesCommunities Committee](#)  
**Subject:** Review of Bill 203  
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Committee Clerk,

With regards to the amendment to the Fair Trading Act for written estimates, invoices and warranties plus the return of parts to the consumer consider the following points:

1) Valid written estimates cannot be made without physical diagnose of the vehicle concerned. In addition, there needs to be provision for re-writing the estimate if the scope of the work changes for any reason. Also, there needs to be a very specific definition of what an estimate is as consumers will interpret it as a quote.

2) Written invoices are only as good as the design of the document and the integrity of the person writing them. So if it is legislated that a written invoice is to be provided there needs to be a consistent legitimate format. Even if a legitimate written invoice is provided to the consumer there is no absolute certainty the repairs documented and/or performed are as described.

3) Documenting warranty(ies) is extremely difficult for a number of reasons. Among these reasons is the fact that various manufacturers/suppliers offer different time periods, methods of replacement and in some cases labour reimbursement. Trying to document these various warranties for the consumer would be difficult and could also potentially reduce the service provider's ability to deal with warranty concern(s) on an individual case basis.

4) Mandating that a part(s) be returned to customer has a flaw in the logic in that it assumes the customer knows what the component is and has the ability to recognize it actually came from thier vehicle. The vast majority of vehicle owners do not know one component from another and do not have the knowledge/experience to look at them and know what they are looking at. It makes more sense to give the consumer the option to request the replaced part(s) be returned if they so choose to do so.

The concern for consumer protection by amending the Fair Trading Act is understandable. In some cases the consumer(s) is the creator of thier own misfortune by attempting to save themselves money. As a result they deal with a service provider that is not properly licensed or registered with the appropriate organizations. Therefore, amending the Act does not necessarily increase consumer protection and if not amended fairly can make it more difficult for legitimate businesses to operate.

If it is of value the above points can be expanded upon.

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