

Plain English Fact Sheet

CAR REPAIRS

While the internet can be a useful tool, it can still have its pitfalls. This fact sheet should provide you with enough initial information on what to be wary of when shopping on the internet.

What should you do as the consumer if your car needs repair?

- You should not drop off your car at the mechanic unless you have made prior arrangements;
- You should get a written quote before you agree to any work being carried out on your car;
- If the mechanic calls you to say that further work is required, you should get the details and cost in writing and sign it if you agree to the extra cost;
- The mechanic cannot charge you more than the quote if you have not agreed to the extra work;
- You should talk to the mechanic about making regular payments to pay off the repairs if you cannot afford to pay it in one lump sum;
- You should check to see if you have to pay storage fees once you have been notified your car has been repaired; and
- If you have problems making the agreed payment you should tell the mechanic and make other arrangements to pay it off.

If you do not pay for the repairs the mechanic could sell your car to cover their cost

- The mechanic will follow a set of rules regarding selling your car if you fail to pay for the repairs or keep in contact with the mechanic; and
- The mechanic will notify you of their intention to sell your car if you have not paid them or just dumped your car at their workshop; and
- Once the car is sold the mechanic can take the cost of the repairs and other costs associated with selling your car out of the money received from the sale of your car.

Under the Northern Territory Uncollected Goods Act the mechanic is allowed to sell your car if you fail to pay for the repairs or if you just dump the car at the workshop. You must keep in contact with the mechanic and make regular payments to cover the cost of the repair so this does not happen.

ENSURE THE MECHANIC HAS YOUR CURRENT CONTACT DETAILS!