

Monkey Nut LLC.  
4221-A Joe St., Charlotte, NC 28206  
704.598.6219 www.monkeynutvw.com

## Major Service/Restoration Agreement

**Customer name: year/make/model VIN#** \_\_\_\_\_

This service and restoration agreement defines the terms and schedule of payment for major projects and restorations (exceeding one month and/or a total estimated cost of \$1000). For projects such as these, Monkey Nut LLC will bill the customer for work performed and parts purchased bi-monthly and/or when the total bill equals or exceeds \$1000.00. This practice is in place for balanced budgeting and transparency of work performed. These monthly bills are typically communicated via email, but a hardcopy can be mailed at the customer's request. Receipts for totals paid are also communicated via email (or hardcopy if requested).

In addition, a deposit of 50% of the total work estimate is required in advance to initiate the work. This deposit will be paid at the time of receipt of vehicle and is not refundable (as it represents commitment on the part of the customer to have the work performed). This deposit will be applied to the total cost of the work performed and is typically used to offset the initial costs associated with parts purchases.

Monkey Nut LLC expects payment for bills within 7 days of issuance. If payment is not received within that time, work will halt immediately. Monkey Nut LLC reserves the right to hold your vehicle until all bills are paid in full. A \$50/week fee will be charged for outdoor storage upon delinquency. Monkey Nut LLC is not responsible for lost, stolen, or damaged personal items left in customer vehicles.

Monkey Nut LLC is committed to performing the work in as timely and consistent a manner as possible, with the understanding that the work being performed is inherently unpredictable and challenging. For these reasons, we cannot, and will not, commit to "hard" or inflexible project completion timetables or deadlines. Regular updates (weekly-monthly) will be provided to the customer via email. A photo gallery will be created for each customer's project and digital photographs of work performed will be updated on our site as work is performed to illustrate progress and challenges.

We accept payment in the form of cash, check, postal money order, or credit card via PayPal. Please feel free to contact me if you have any questions about the above arrangement. Please sign and date below and return via mail. A signed copy will be mailed to you.

Customer: (sign) \_\_\_\_\_ (date) \_\_\_\_\_  
(print)

MN Representative: (sign) \_\_\_\_\_ (date) \_\_\_\_\_  
(print)