

Dashboard Instrument Cluster

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Pre-Service Check-In Form

Job No.

Customer's Information:

Name: _____ Telephone Number: _____

Company Name: _____ Tel. No: _____

Return Shipping Address: _____

City: _____ State: _____ Zip Code: _____

Email: _____

How did you hear from us: Website_Google_eBay_Amazon_TikTok_Instagram_Facebook_Referred By_____?

Instrument Cluster (Or ECM / Airbag / BCM etc..) Information:

Year _____ Make _____ Model _____

VIN No./ Serial No. _____

Briefly explain the problems presented with the instrument cluster:

Would you like your Price before Repairing?

Yes No

Other Service Requests. (Ex. Different LED lights, Gauge overlay/Faceplate etc.)

SPECIAL REQUEST OPTION:

Expedited Service 24hr turnaround time (\$200) some restrictions may apply.

Yes No

DATE: _____ SIGN: _____

Thank you for choosing Dashboard Instrument Cluster for your instrument cluster repair needs. To ensure a smooth process, please read and complete the following form. By signing below, you agree to the terms and conditions outlined herein.

Shipping Responsibility: Dashboard Instrument Cluster is not responsible for any damages incurred to the instrument cluster during the shipping process. Every product is thoroughly documented with photographs or recordings upon arrival and before shipping out.

Check and Diagnose Fee: There is a minimum fee of **\$150** for the check and diagnosis of your instrument cluster. If you request us to check two or three areas (such as gauges, lights, or LCD displays), the fee will be **\$150**. However, if you ask us to check your entire unit, the check and diagnose fee will start from **\$350 and up**. For commercial or heavy-duty vehicle units, the check and diagnose fee is fixed and starts from \$350 and up. If you proceed with the repair(s), this fee will be **waived**. Should you decide not to continue with the repair(s) for any reason after we have performed the diagnosis? **You agree to abide by the terms outlined above.** Please note that we inspect and diagnose only the issues specified on your **Pre-Service Check-In Form**. If you request us to focus on a specific area, our technicians will dedicate time solely to that section. Our technicians' time is carefully scheduled to address only the areas you authorize.

Repair Approval: Please be aware that if we contact you with the repair price and you do not respond, we will proceed with the repair without asking for your approval.

Payment Confirmation: Once your instrument cluster has been repaired, you will receive an email containing a direct invoice link along with available payment options. After you pay using any of our accepted payment methods, we kindly ask you to send us an email with a confirmation of your transaction.

Please note that standard ACH and Wire bank transfers may take **5–10 business days** to reach our account if no additional fees are applied. To expedite the process, we recommend selecting the **option to cover transfer fees**, in order to receive payment more quickly.

Unpaid Invoices: After 30 days of unpaid invoices (from the date we send you the invoice), ownership of your part will be transferred to Dashboard Instrument Cluster. We retain the right to sell the part to recover the repair costs.

Insurance Included: Please be aware, standard shipping includes insurance up to \$100. If you need to insure your item to be equivalent to its real worth/value, you need to pay an additional fee. Make sure you request from us to add insurance for your item on the way back to you to get coverage for the full amount of your item's worth.

Contact And Response Time: Please be aware that our office sometimes receives an unusual high volume of calls and hundreds of messages each day. If we are unable to answer your phone call immediately, please send us an email, and we guarantee a 100% response within 24 hours. And whenever time permits, we will also make every effort to return your phone call.

Legal Notice:

In the event of any dispute, claim, or legal action initiated by the customer against our company or any of its employees, the customer agrees that, if the company prevails, they will be responsible for all reasonable attorney's fees, court costs, and related legal expenses incurred by the company in connection with such action.

By signing below, I acknowledge and agree to the terms and conditions stated above. I authorize Dashboard Instrument Cluster to repair my instrument cluster for the above-mentioned problems.

Customer Name: _____

Customer Signature: _____

Date: _____