



DEPARTMENT OF CONSUMER & REGULATORY AFFAIRS

**Consumer Goods Repair  
Regulation 74-3  
Rules to be Displayed**

**This establishment is licensed under the DC Consumer Goods Repair Regulation 74-3**

1. **WRITTEN ESTIMATE REQUIRED.** Prior to initiating any repair work, the consumer goods repair dealer shall provide to the customer a written estimate and receive written authorization from the customer to make repairs on the basis of said written estimate unless the customer chooses to waive his rights to a written estimate prior to repair. The final bill will not exceed the estimate by more than 2% if the total cost is \$300.00 or less; or by more than 10% if the total cost is more than \$300.00. The customer can also agree to a modification of the estimate.
2. **SERVICE CHARGES.** Prior to making any house visits for the purpose of making or estimating cost of repair, a consumer goods repair dealer must fully disclose any service charges or other fees will be imposed whether or not repair services were performed.
3. **CHARGES FOR ESTIMATE AND HANDLING.** The consumer goods repair dealer has a right to charge for estimates and handling.
4. **STORAGE CHARGES.** The consumer goods repair dealer has a right to charge for storage if after notification of repair the customer does not pick up the repaired goods within the allotted time.
5. **TENDER OF GOODS AND FINAL BILL.** In every transaction the consumer goods repair dealer shall present to the customer at the time of return of the repaired goods a properly signed copy of the itemized final bill.

**Instructions**

(The information below is not to be printed on the actual sign)

**Sec. 501- Rules to be displayed.** All consumer goods repair dealers shall display a sign, designed and approved by the Board summarizing the major requirements which govern the consumer goods repair industry in the District. Such sign shall be conspicuously posted in the business transaction areas of all repair service facilities.

**NOTE:** The sign (poster) is to be the minimum size of 2 feet in height by 4 feet in width.