



**CALIBER - MOUNTAIN VIEW**

RESTORING THE RHYTHM OF YOUR LIFE  
 177 E. EVELYN AVENUE, MOUNTAIN VIEW, CA  
 94041  
 Phone: (650) 965-1440  
 FAX: (650) 965-0228

Federal ID: 33-0728858  
 State EPA: CAL00040778110  
 BAR: ARD278350

**Estimate**

**RO Number: 1013010476**

Customer:	Insurance:	Adjuster:	Estimator:	Crystal Lewis
SHARP, ANDREW	MERCURY INSURANCE GROUP	Phone:	Create Date:	2/7/2020
212 THOMPSON SQ		Claim:	CAPA-01366336001 01	
MOUNTAIN VIEW, CA 94043		Loss Date:	1/29/2020	
(650) 906-9448		Deductible:	100.00	

2005 Audi S4 4 Door Wagon Black

VIN: WAUXL68E55A077180	Interior Color:	Mileage In: 141,388	Vehicle Out: 3/4/2020
License: 5LWC422	Exterior Color: Black	Mileage Out:	
State: CA	Production Date: 8/2004	Condition:	Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor \$	Type	Paint
1	E01	Remove/Install	Frnt Bumper Assy				0.00	Body	
2	S02	Overhaul	Frnt Bumper Cover Assy				226.80	Body	
3	E01	Repair	Frnt Bumper Cover				81.00	Body	
4	E01	Refinish	Frnt Bumper Cover						153.90
5	E01	Refinish	Basecoat Reduction @ Frnt Bumper						(24.30)
6	E01		Modified Refinish						
7	E01	Remove/Install	Frnt Bumper Spoiler				0.00	Body	
8	S02	Remove/Install	Frnt Bumper Impact Bar				0.00	Body	
9	E01	Remove/Install	Frnt Bumper License Plate Bracket				0.00	Body	
10	S02	Remove/Install	R Frnt Otr Bumper Grille				0.00	Body	
11	S02	Remove/Install	L Frnt Otr Bumper Grille				0.00	Body	
12	S02	Remove/Install	Pull back aftermarket wiring				24.30	Body	
13	S02	Remove/Install	Grille Assy				24.30	Body	
14	E01	Remove/Replace	R Frnt Combination Lamp Assembly	1	410.00T	OEM	48.60	Body	
15	E01	Check/Adjust	Headlamps				32.40	Body	
16	S02	Remove/Install	R Side Repeater Lamp				56.70	Body	
17	E01	Remove/Install	R Frnt Fog Lamp				0.00	Body	
18	E01	Remove/Install	L Frnt Fog Lamp				0.00	Body	
19	E01	Repair	Hood Panel				162.00	Body	
20	E01	Refinish	Hood Outside						210.60
21	E01	Refinish	Basecoat Reduction @ Hood						(24.30)
22	E01		Modified Refinish						

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

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23	S02	Repair	R Fender Panel		243.00	Body	
24	E01	Refinish	R Fender Outside				129.60
25	S02	Remove/Install	R Fender Liner		0.00	Body	
26	S02	Remove/Install	L Fender Liner		40.50	Body	
27	S02	Refinish	Rt Fender Basecoat Reduction				(24.30)
28	S02	Remove/Install	Wheel		24.30	Body	
29	S02	Remove/Install	High Note Horn Assy		24.30	Body	
30	S02	Remove/Install	Low Note Horn Assy		24.30	Body	
31	E01	Remove/Replace	R W/Shield Reveal Moulding	1	54.00T	OEM	
32	E01	Remove/Install	R W/Shield Garnish Mldg		0.00	Body	
33	E01	Remove/Install	L W/Shield Garnish Mldg		0.00	Body	
34	S02	Remove/Install	W/Shield Washer Reservoir		32.40	Body	
35	E01		loosen only				
36	E01	Repair	R Cowl/Dash Hinge Pillar	-S		24.30	Body
37	E01		Polish transfer marks				
38	E01	Remove/Install	R Frt Otr Sill Panel		32.40	Body	
39	S02	Remove/Install	R Rocker Moulding		24.30	Body	
40	E01		rope for paint				
41	E01	Remove/Install	R Uptr Ctr Pillar Inner Trim		0.00	Body	
42	E01	Remove/Install	L Uptr Ctr Pillar Inner Trim		0.00	Body	
43	S02	Remove/Install	R Lwr Ctr Pillar Inner Trim		24.30	Body	
44	S02	Remove/Install	L Lwr Ctr Pillar Inner Trim		24.30	Body	
45	S02	Remove/Install	R Rear Rocker Inside Trim Panel		24.30	Body	
46	E01	Remove/Install	Rear Seat Assy		0.00	Body	
47	E01	Remove/Install	Rear Seat Assy		0.00	Body	
48	S02	Remove/Install	L Rear Rocker Inside Trim Panel		24.30	Body	
49	E01	Repair	R Frt Door Shell		81.00	Body	
50	E01	Refinish	R Frt Door Outside				145.80
51	E01	Remove/Install	R Frt Rear View Mirror		32.40	Body	
52	E01	Remove/Install	R Frt Otr Door Belt Moulding		186.30	Body	
53	S02	Remove/Install	R Frt Lwr Door Adhesive Moulding		32.40	Body	
54	E01	Remove/Install	R Frt Door Trim Panel		0.00	Body	
55	E01	Remove/Install	R Frt Lwr Door Speaker Grille				
56	E01	Remove/Install	R Frt Door Handle		40.50	Body	
57	E01	Refinish	Basecoat Reduction @ Rt Front Door				(24.30)
58	E01		Modified Refinish				
59	S02	Remove/Install	R Frt Door Latch Assembly		32.40	Body	
60	E01	Remove/Install	R Frt Door Window Frame		0.00	Body	
61	S02	Remove/Install	R Frt Door Moveable Glass		32.40	Glass	
62	S02	Remove/Install	R Frt Door Power Glass Regulator		32.40	Body	
63	E01	Repair	R Rear Door Shell		81.00	Body	
64	E01	Refinish	R Rear Door Outside				129.60

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65	E01	Remove/Install	R Rear Otr Door Belt Moulding	186.30	Body	
66	S02	Remove/Install	R Rear Upr Door Adhesive Moulding	16.20	Body	
67	S02	Remove/Install	R Rear Lwr Door Adhesive Moulding	32.40	Body	
68	E01	Remove/Install	R Rear Door Trim Panel	0.00	Body	
69	E01	Remove/Install	R Rear Door Handle	40.50	Body	
70	E01	Refinish	Basecoat Reduction @ Rt Rear Door			(24.30)
71	E01		Modified Refinish			
72	E01	Remove/Install	R Rear Door Handle Cover			
73	E01	Remove/Install	R Rear Door Window Frame	0.00	Body	
74	S02	Remove/Install	R Rear Door Moveable Glass	32.40	Glass	
75	S02	Remove/Install	R Rear Door Power Glass Regulator	32.40	Body	
76	E01	Remove/Install	R Rear Door Regulator Motor	0.00	Body	
77	E01	Remove/Install	R Roof Luggage Rack Side Rail	32.40	Body	
78	E01	Remove/Install	L Roof Luggage Rack Side Rail	32.40	Body	
79	S02	Remove/Install	R Roof Drip Moulding	56.70	Body	
80	S02	Remove/Install	L Roof Drip Moulding	56.70	Body	
81	E01	Repair	Roof Panel	162.00	Body	
82	E01	Refinish	Roof Panel Outside			243.00
83	E01	Refinish	Basecoat Reduction @ Roof			(24.30)
84	E01		Modified Refinish			
85	S02	Remove/Install	Roof Headliner	486.00	Body	
86	S02	Remove/Install	Rt Roof Rack	24.30	Body	
87	S02	Remove/Install	Lt Roof Rack	24.30	Body	
88	E01	Remove/Install	Sunroof Assy	121.50	Body	
89	E01	Remove/Install	R Upr Quarter Trim Panel	0.00	Body	
90	E01	Remove/Install	L Upr Quarter Trim Panel	0.00	Body	
92	E01	Additional	Clear Coat			202.50
93	E01	Remove/Replace	Cover Car for Overspray	10.00	A/M	

Estimate Totals	Discount \$	Markup \$	Rate \$	Total \$
Parts	(23.20)			450.80
Labor, Body			81.00	3,069.90
Labor, Refinish			81.00	1,069.20
Labor, Glass			81.00	64.80
Material, Paint				488.40
<b>Subtotal</b>				<b>5,143.10</b>
Sales Tax				84.53
<b>Grand Total</b>				<b>5,227.63</b>

Estimate Version	Total \$
Original	3,534.90
Supplement S01	(12.14)

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Supplement S02	1,692.73
Insurance Total \$:	5,127.63
Received from Insurance \$:	0.00
Balance due from Insurance \$:	5,127.63
Customer Total \$:	100.00
Received from Customer \$:	0.00
Balance due from Customer \$:	100.00

## TERMS & CONDITIONS OF REPAIR SERVICES

1. Payment Upon Completion and Authority to Endorse Checks. Customer agrees that he/she is fully responsible & liable for timely payment of all charges for labor, parts, material & accessories, sublet repairs, & any other charges incurred under these Terms & Conditions, and payment in full shall be made prior to the release of the vehicle. To facilitate timely payment, Customer hereby authorizes Caliber & its authorized employees, to act in Customer's place for the purpose of endorsing, on Customer's behalf, all insurance checks made payable to Caliber and Customer, or to Customer, regarding authorized repairs to the vehicle described in this agreement with such limited authorization terminating upon full payment for the repairs of the vehicle.

2. Additional Repairs. Customer may authorize Caliber to conduct additional repairs that are discovered following closer inspection or disassembly orally, in written form, or via electronic messaging & all such additional repairs shall be listed on the final invoice.

3. Sublet Repairs, Repair Location and Authority to Operate Vehicle. Customer acknowledges & authorizes Caliber, including its subcontractors & employees, as Caliber deems appropriate, to: perform portions of the repairs through use of subcontractor(s) hired by Caliber; conduct repairs at another Caliber facility; and, operate the vehicle, including use on public streets, for the purposes of including, but not limited to, inspecting, testing, pick-up, delivery, & facilitating repairs.

4. Damage or Theft. Customer acknowledges and agrees that Caliber is not responsible for & does not accept any liability for the theft, or damage to, the vehicle, or any personal property left in the vehicle, that is not a direct result of Caliber's gross negligence. Customer acknowledges that said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss related to theft, fire or vandalism while the property remains with Caliber. Customer further acknowledges that all personal property has been removed from the vehicle, and that Caliber, its employees and its subcontractors are not responsible for inspection thereof.

5. Storage Fees & Lien Sale. Customer authorizes & acknowledges that if the vehicle is not picked up within ten (10) days after Caliber has notified the Customer that the repairs are completed, Caliber may charge daily storage fees at rates that are ordinary & customary for the area, but not to exceed \$100.00 per day. In addition to any and all other available legal & equitable remedies, Caliber may, in accordance with applicable state law, begin lien sale proceedings & sell the vehicle by way of a public auction.

6. DISPUTE SETTLEMENT AND ARBITRATION. CUSTOMER & CALIBER ACKNOWLEDGE AND AGREE THAT IN THE EVENT A DISPUTE OR CONTROVERSY ARISES CONCERNING THIS AGREEMENT OR THE REPAIRS TO THE VEHICLE, CUSTOMER & CALIBER SHALL FIRST ATTEMPT IN GOOD FAITH TO SETTLE THE DISPUTE BY MEDIATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS CONSUMER OR COMMERCIAL MEDIATION PROCEDURES, AS APPLICABLE. IN THE EVENT THAT THE MATTER IS NOT SETTLED BY MEDIATION AS PROVIDED FOR IN THIS PARAGRAPH, CUSTOMER & CALIBER AGREE THAT SUCH DISPUTE OR CONTROVERSY SHALL BE RESOLVED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS CONSUMER OR COMMERCIAL ARBITRATION RULES, AS APPLICABLE. CUSTOMER HEREBY ACKNOWLEDGES THAT A COPY OF SUCH RULES, A GUIDE TO THE APPLICABLE PROCEDURES AND INFORMATION NOTING THE NEAREST AMERICAN ARBITRATION ASSOCIATION LOCATION IS AVAILABLE FOR CUSTOMER'S REVIEW AT [www.adr.org/aaa/faces/rules](http://www.adr.org/aaa/faces/rules). CUSTOMER MAY ALSO CONTACT THE AMERICAN ARBITRATION ASSOCIATION AT 212-484-4181 or 888-855-9575. JUDGMENT ON THE ARBITRATION AWARD RENDERED BY THE ARBITRATOR MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF. IF EITHER CUSTOMER OR CALIBER ELECTS TO RESOLVE A CLAIM BY ARBITRATION, THAT CLAIM SHALL BE ARBITRATED ONLY ON AN INDIVIDUAL BASIS. THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY CLAIMS TO BE ARBITRATED ON A CLASS ACTION BASIS OR ON BASES INVOLVING CLAIMS BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY, WHETHER ON BEHALF OF THE GENERAL PUBLIC, OTHER CALIBER CUSTOMERS OR OTHER PERSONS SIMILARLY SITUATED. NOTWITHSTANDING THE FOREGOING, CALIBER AND CUSTOMER AGREE THAT CLAIMS ARISING UNDER THE MAGNUSON-MOSS WARRANTY ACT ("MMWA"), SHALL BE MEDIATED BUT SHALL NOT BE ARBITRATED. IF MEDIATION DOES NOT RESOLVE A CLAIM UNDER THE MMWA, THE CUSTOMER MAY PURSUE THE MMWA CLAIM, AND ONLY THE MMWA CLAIM, IN COURT. ANY CLAIMS NOT UNDER THE MMWA SHALL BE ARBITRATED AS SET FORTH HEREIN. IN THE EVENT THE CUSTOMER DOES BRING AN MMWA CLAIM IN COURT, CUSTOMER AND CALIBER

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EXPRESSLY WAIVE THEIR RIGHT TO A TRIAL BY JURY AS TO SUCH CLAIM.

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7. Limited Warranty. Subject to the obligations and exclusions below, Caliber warrants the repairs against defects in materials and workmanship for the applicable period of time set forth in Section 7(A) During such time, Caliber will repair or replace any parts which prove to be defective by reason of improper workmanship or materials without charge for parts or labor relating thereto, subject to the terms and conditions herein, including, but not limited to Section 7(C) below. All warranty repairs must be performed at one of Caliber's facilities. If the vehicle is outside Caliber's market area, the warranty repairs may be performed at any repair facility nationwide that is approved in advance by Caliber.

A. Warranty Period. Non-Transferability & Non-Assignability. Except as otherwise provided herein, Caliber warrants the repairs and paint only to Customer and for only as long as Customer owns the vehicle, but in no event for less than sixty (60) days. Customer may not expressly or implicitly transfer or assign any rights granted under this limited warranty.

B. Defects in Manufacturer's Parts, Material or Accessories. In certain instances Caliber may use parts, materials or accessories in its repairs that have been procured from third-party manufacturers and/or suppliers. In such instances, Caliber warrants such parts, materials or accessories only to the extent that the third-party manufacturer or supplier's warranties apply to Caliber.

C. Limitations and Exclusions. This limited warranty does not apply to repairs necessitated by any cause beyond the reasonable control of Caliber, including any defects, damage or malfunctions caused by or resulting from unauthorized service or parts, improper or inadequate vehicle maintenance, use for which any parts or accessories were not designed or approved, alterations, accidents, modification of repairs, subsequent repairs performed by a party other than Caliber (except as set forth in this Section 7), abuse, misuse, neglect, or acts of God. Any and all disputes related to this section shall be resolved according to the procedures set forth in Paragraph 6 above.

D. Environmental Damage. This limited warranty does not apply to damage caused by chemicals, tree sap, road salt, sand, rocks, pebbles, hail, windstorms, sun, pollution or other environmental factors or road hazards that may damage cloth, leather, plastic, wood, vinyl, paint, chrome, upholstery and/or convertible tops.

E. Waiver of Right to Return of Replaced Auto Parts. By entering into this agreement Customer waives any right to the return of auto parts replaced by Caliber and Customer agrees that all parts replaced under this limited warranty shall become the property of Caliber. If you do not wish to waive your rights to return of replaced parts, please inform the center manager before you sign this document so that we may make appropriate arrangements.

8. DISCLAIMERS. THE FOREGOING PARAGRAPH 7 IS THE COMPLETE LIMITED WARRANTY FOR CALIBER REPAIRS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER EXPRESS WARRANTIES ARE MADE WITH RESPECT TO CALIBER REPAIRS IN NO EVENT WILL CALIBER BE LIABLE TO THE CUSTOMER OF THE VEHICLE DESCRIBED IN THIS AGREEMENT, FOR ANY COMMERCIAL DAMAGES, EXPENSES, LOST REVENUES, LOST SAVINGS OR ANY OTHER SPECIAL, INDIRECT INCIDENTAL OR CONSEQUENTIAL LOSSES OF A COMMERCIAL NATURE WHATSOEVER, EVEN IF CALIBER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. TO THE EXTENT THAT ANY PART OF THIS LIMITED WARRANTY IS IN CONFLICT WITH APPLICABLE LAW, CALIBER WILL FOLLOW APPLICABLE LAW.

9. Entire Agreement, Headings, Validity. Customer acknowledges that he/she has not been induced to authorize repairs by any representation or warranty not set forth in this agreement. This is the entire agreement between Caliber & Customer, and supersedes all existing agreements and all other oral or written communication between them concerning its subject matter. This agreement may only be modified in writing, signed by Caliber & Customer, either through manual or digital signatures.

AUTHORIZATION TO REPAIR\*\*\*\*\*

In the event of a disassembly authorization I understand that if I choose not to have the repairs performed, I may request reassembly. I understand and agree that it may take up to ten days from the date of this authorization for reassembly to be completed. I also understand and agree that the act of teardown/disassembly will prevent restoration of the vehicle to its original condition.

I the undersigned customer ("Customer"), authorizing repairs to the above listed vehicle on this Repair Order and hereby authorize this facility, a Caliber Collision Center ("Caliber") to make the repairs stated herein pursuant to the Terms and Conditions stated on this Repair Order.

I understand this repair estimate is a description of the work to be done, and the estimated charges for the parts, labor and materials, to repair known damage to the vehicle. During the course of repairing known damages, other damages to the vehicle may be discovered which may cost more to repair. In the event there are any additional charges, you will notify me before doing additional work, and you will obtain my authorization for the additional work.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

POWER OF ATTORNEY\*\*\*\*\*

I Do Hereby Appoint Caliber Collision Centers As My Lawful Attorney In Fact To Accept On My Behalf Any And All Checks, Drafts, Or Bills Of Exchange, And To Endorse All Such Instruments, And Place Them In a Negotiable Position For Deposit To The Aforementioned Business' Account For Credit On My Account For Repairs On My Vehicle Initial\_\_\_\_\_

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DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK, PARTS OR PICK-UP OF VEHICLE\*\*\*\*\*

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor. Said person is also authorized to pick up my vehicle:

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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2/25/2020 2:34:01 PM