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11, 3200 Golf Course Road Stony Plain Alberta T7Z 2Y2
Text/Call: 780 888 5703 admin@henryjakescustom.com

Client Vehicle Service Agreement

2026

Thank you for choosing Henry Jake's Custom Auto Service Inc. We look forward to providing services to refurbish your vehicle and create a positive experience. Our objective is to create a streamlined, mutually clear and enjoyable restoration project experience. The restoration business relies on mutual trust and respect and as such, we have developed this agreement based on industry standards to start us off on the right track.

It is most important that this be understood and accepted: A quote nor an estimate will be provided for the final cost of the restoration of your vehicle. A ballpark was provided in your Scope Document, *but in no way will that figure be held for the total price of the restoration of your vehicle.*

Auto refurbishing, custom builds and restorations require many hours of skilled labour. Together with the cost of parts, paint and materials, it can be an expensive endeavour. It is not a cheap investment on either side of the relationship.

Before work begins, please carefully review the following and sign the last page. This agreement is based on services requested, as outlined in the Henry Jake's Custom Auto Service Inc. Scope Document you signed prior to this Agreement. If you have any questions please let us know.

1. We do not provide estimates, quotes or firm completion dates; we provide a rough ballpark range. However as each vehicle is unique, **this information cannot be relied upon as an accurate extensive/comprehensive quote or estimate.**
2. As with most auto restoration services, the process is fluid and the budget can change depending on a number of factors, including:



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- 2.1. the extent of damage requiring repair, which cannot be seen until pieces are removed during the process.
- 2.2. unknown variables including aforementioned condition of body parts, frame, structural components, engine and general mechanical condition and availability of parts.
- 2.3. customer changes to the scope of work.
- 2.4. cost of paint, materials, parts and associated hardware.
- 2.5. additional parts and services requested by the Client.
3. It is the Client's responsibility to manage their budget and stay informed of expenses.
4. A statement is used to provide a record of work completed, and photos are provided through a private photo sharing application.
5. Clients are in control of their project and budget. Henry Jake's Custom Auto Service will contact you for decisions when required, and provide a record of that direction.
6. Henry Jake's Custom Auto Service Inc. will provide a copy of the record of client-directed changes to work underway, any add-on services, parts or other expenses.
7. A minimum **25%** deposit is required and will be applied to labour, parts and materials until the balance is \$1,000 or less.
8. A system of instalments will be used until the services are complete. Clients will be advised when instalments are nearing the \$1,000 mark.
- 9. Work will cease and the vehicle will be taken out of rotation until a new instalment is made.**



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10. A cease work decision can be implemented at any time, by either party, in accordance with the following:
 - 10.1. when a Client-placed hold is requested.
 - 10.2. when project
 - 10.3. installation funds are depleted.
 - 10.4. when there is an outstanding invoice. Note: work will resume after an installation is made, **but it will take time to work your vehicle back into rotation.** Space inside the shop is reserved for active accounts.
11. Unpaid accounts will be charged **5%** interest per month
12. Shop Fees:
 - 12.1. All restoration jobs are time and material/parts/paint products.
 - 12.2. Rates in the Agreement are held for 12 months from the date of signing, and are subject to shop rate increases after that period.**
 - 12.3. Labour: \$115 per hour.
 - 12.4. Custom metal fabrication: \$135 per hour.
 - 12.5. Shop materials and supplies: 5-15 percent of labour attributed to the restoration.
 - 12.5.1. Invoices will include an item titled generically "Shop Materials". This includes items such as body filler, sanding materials, putty, guide coat, cleaning solvents, rags, etc. These items are all related to the cost of



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restoration but are impossible to quantify. Shop materials do not include paint-related items such as primer, detail paint, body paint or clear coat product, which are charged separately as “Paint Products”.

- 12.6. Shop meetings: Prearranged check-ins are booked ahead by our Shop Coordinator.
 - 12.6.1. Please note that for safety and production reasons, we **do not accommodate drop-ins.**
 - 12.6.2. Photos, videos and contact is made periodically to keep you updated and discuss your project.
- 12.7. Unless the Client requests parts to be returned, a disposal fee of \$100 will be charged for old parts removed during the restoration process.
13. Insurance for your vehicle while in the possession of Henry Jake’s Custom Auto Service Inc. is your responsibility. At minimum, insurance must be equivalent to the value of your vehicle as it is restored. Please provide proof of insurance via email to: hello@henryjakescustom.com.
14. You may not, at any time, remove your vehicle until you have paid all outstanding invoices.
15. Henry Jake’s Custom Auto Service Inc. reserves the right to file a *Garage Keeper’s Lien* against your vehicle for unpaid bills. All costs associated with seizure of a vehicle will be the client’s responsibility.
16. Invoices for parts are due on issue.



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17. If at any point you would like to place a temporary “hold” on work, there will be a **\$250/month storage fee**. Your vehicle will be parked outside. The shop is reserved for active accounts.
 18. Warranty: our work is guaranteed one year from the date of the final statement of services. We are not responsible for areas of the vehicle we were not requested to service and do not warranty parts.
 19. Occasionally Henry Jake’s Custom Auto Service Inc. may require work to be done on your vehicle by an outside service, for example glass installation. Henry Jake’s Custom Auto Service Inc. reserves the right to choose the company of their choice to complete said work.
 20. Either party may terminate this agreement with written notice to the other party. In such a case, Henry Jake’s Custom Auto Service Inc. will provide a final invoice of work done up to the date of termination. The vehicle will be released only when the outstanding balance is paid in full.
 21. Henry Jake’s Custom Auto Service Inc. owns all photos and videos, and reserves the right to use these for business purposes. This includes online communication channels, promotional materials and publicity. Photos and videos will be uploaded to a shared photo folder in a format conducive to Client.
 22. Telephone and email support is available: 8:00 am to 4:00 pm Monday to Friday. After hours inquiries and messages will be returned during regular operating hours.



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This Client Vehicle Restoration Agreement is entered into on or as of the _____ (the "Effective Date") by and between Henry Jake's Custom Auto Service Inc., located at #11, 3200 Stony Plain, Alberta T7Z 2Y2 ("Service provider"), and ("Client").

The parties hereby agree that the complete agreement between such parties set forth by this Client Vehicle Restoration Agreement shall consist of the General Terms and Conditions contained in this document.

Client name(s):

Signature(s):

AND:

Ron Hendrickson, Owner/Operator, Henry Jake's Custom Auto Service Inc.

Signature:



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HENRY JAKE'S CUSTOM AUTO SERVICE

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