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**Payment:** Generally payment is not taken until the work is completed. When your items are ready for return shipment, our billing department will contact you to verify return shipping information and to collect a credit card payment. If this will not work for you please contact us in advance for options.

**Shipping:** We use UPS and USPS priority mail for domestic shipping. We only bill the actual shipping cost, no handling fees are added. If you want FedEx or other methods, please include a pre-paid return shipment label with your package.

**International orders:** Please notify us if you are outside the US before shipping. There will be a customs handling charge added to your shipping charges unless you arrange return shipment from your side.

**Items not claimed:** We cannot hold customer items indefinitely. If we have not heard back from you within 30 days of work completion, items may be disposed of.

**Correspondence:** We highly recommend using email to correspond regarding your job. This way you have everything in writing and there is no confusion. Further, due to our work load, you will many times get an answer to your questions faster by email than by phone.

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## Authorization for ECU and Key Programming

I hereby authorize SOS Diagnostics to perform the previously described work on the enclosed ECU (Electronic Control Unit) and/or lock. By signing below I acknowledge that I own or have the authority to order the above mentioned work on the items shipped and the information provided is true to the best of my knowledge.

If I am doing work on behalf of a customer, I have verified proper ownership and will gain his/her permission to have this procedure done. I will collect his/her full name, address, telephone number and VIN.

If this is my personal vehicle, I am enclosing a copy of my Government issued picture I.D. and a copy of the vehicle title and/or registration (not required for all programming, ask us if you are not sure).

Authorized by: \_\_\_\_\_

Date: \_\_\_\_\_

Enclosed:

- Legible copy of valid State Issued I.D., Drivers License, or Passport.
- Legible copy of vehicle registration, bill of sale, or State title