



BORROW MY MECHANIC LLC
No-Show & Cancellation Policy

Nevada Business License: NV20263584069

Phone: 775-559-8252

Website: borrowmymechanic.com

Thank you for choosing Borrow My Mechanic LLC. Because we are a mobile service, every appointment requires travel time, scheduling, and preparation. The following policy helps us serve all customers fairly.

Appointment Cancellations

- Cancellations made at least 2 hours before the scheduled appointment will not incur a cancellation fee.
- Cancellations made less than 2 hours before the scheduled appointment may be subject to a \$35 late cancellation fee.
- If parts have already been purchased specifically for your repair, you are responsible for the cost of any non-returnable parts or applicable restocking fees.

No-Show Policy

A customer is considered a no-show if:

- The technician arrives at the agreed location and cannot contact the customer.
- The customer is unavailable for 15 minutes after the scheduled arrival time.
- The vehicle is not available for service as scheduled.

No-show appointments may be charged:

- A \$50 no-show/trip fee, or
- The actual travel charge if it is greater than \$50, if previously disclosed and agreed upon.

Rescheduling

Customers may reschedule an appointment without penalty if they provide at least 2 hours' notice, subject

to technician availability.

Weather & Emergencies

Borrow My Mechanic LLC understands that emergencies happen. We may waive cancellation or no-show fees at our discretion for circumstances such as:

- Medical emergencies
- Severe weather
- Traffic accidents
- Other unexpected events beyond the customer's control

Technician Delays

If our technician is delayed due to traffic, weather, a previous repair taking longer than expected, or another unforeseen circumstance, we will make every effort to notify you and provide an updated estimated arrival time.

Customer Agreement

By scheduling service with Borrow My Mechanic LLC, you acknowledge that you have read and agree to this No-Show & Cancellation Policy.

Customer Name: _____

Customer Signature: _____

Date: _____