

Welcome to Smitty's surfside Garage and Smitty's Garage where we mix old world hands on craftsmanship with today's newest equipment, products and repair - paint - underlayment procedures and techniques. Utilizing these technologies assures a long lasting top quality restoration. Our main 8,000 square foot facility is secure to protect your investment. Parts are all bagged or bubble wrapped and labeled.

Craftsmanship is what we do best. Our company provides you the best in quality control with no short cuts taken and superb advice on how to proceed with your restoration. We believe you should know of all problems encountered during repairs and be provided with multiple avenues to solve these problems. Before any auto restoration is started, we like to discuss and create an outline of your; desired level of automobile restoration, desired time of completion and expected budget to maintain. Once the outline is done, repairs can then proceed with an organized plan. We organize our projects into categories for ease of understanding the process and help eliminate problems.

Bodywork	Painting	Drive train
Suspension	Electrical	Interior
Misc.		

The car is evaluated\* and each category gets recommendations based on the vehicles current estimated condition and a customers' desired level of restoration. As the recommendations are chosen and turn into job tasks, the auto restoration repair outline is formed. This outline allows the restoration to be built based on the customers' decisions.

\*Our professional opinion based on what can be seen at time of evaluation. The possibility of unseen hidden problems can and do occur.

Reports generated on the above categories will inform us should any one aspect of the project fall behind. We also factor in a time line that's written in pencil, not stone. This is used to guide events for all phases of the restoration to come together at the right time for a successful conclusion

The use of digital cameras and the power of e-mail will allow you to stay involved with us in your auto restoration. Digital photos sent via e-mail allow you to make the decisions and check on your auto restoration progress in real time thus speeding up the time of repairs and allowing you to maintain your desired level of restoration and budget. The work in progress photos and e-mails document and provide verification of services performed or parts installed.

### Restoration Cost Estimation:

1. Because of the variables involved in the restoration or custom building of a project, exact time estimation could not be accurate. Examples of such variables:

- Hidden sheet metal rust out.
- Rust is usually trapped in many areas that are not visible and can only be found after body panels are removed and stripped to bare metal. Once found, how long will each body panel take to repair?
- If reproduction metal panels are purchased, how well will they fit.
- Do repair panels need to be fabricated?
- Used OEM salvage yard body panels condition cannot be determined until it gets to the shop and stripped to bare metal.

Based on the above variables, a customer can see how inaccurate it would be for an exact estimate of labor, materials and parts costs. In general all restoration projects have a finite amount of funds allocated for the restoration. To plan a well thought out restoration that will achieve the most customer fulfillment and satisfaction, one has to have some idea of costs. By breaking the restoration down into the below categories and with your input a very rough price range can be determined. This price range is usually a spread of several thousand dollars. It has been our experience that the restoration process is never an exact process and in fact is ever evolving as new ideas come up, unknown conditions found and a change in projected outcome desired.

The seven categories allow us to micro manage more efficiently every aspect of the job at hand. These categories are:

- Bodywork
- Painting
- Drive train
- Suspension
- Electrical
- Interior
- Misc.

As mentioned above, **all work is performed and billed on a time and material basis.** This is necessary due to the potential hidden and unknown problems inherent to all automobiles. Because of the unknown, we do not give quotes or exact estimates and prefer to give cost projections. As the major unknown factors are discovered, the cost projection or estimate will be updated with supplements where applicable.

## Accounting & Payment Policy

Our billing policy has built in checks and balances to protect both the customer and Smitty's Surfside Garage / Smitty's Garage. All work is performed and billed on a time and material basis. Labor time is tracked. We require a payment in advance to start your account. This account in essence is the same as a bank checking account. Labor, parts and materials are drawn off the first and subsequent deposit(s) amount. When your account balance nears zero a deposit will be required for future labor, parts and materials. Maintaining a positive account balance is vital to insure uninterrupted progress with minimal delays on your vehicle. This process continues until the restoration is complete. Copies of invoices (showing incurred expenses) will be sent to you. A statement of account balance will be sent as well. The dollar amount to get started varies depending on the project. The average minimum down payment is \$2500 - 3500. Lesser amounts would require Smitty's garage approval. If your account balance is below zero or negative more than thirty days from invoice and/or statement date, Smitty's Surfside Garage may at our discretion charge a storage fee of \$7/day until the account is paid in full. The same rules apply if the account balance (if zero) is not replenished for future labor, parts and material within thirty days, we may at our discretion charge a storage fee of \$7/day until the account balance is replenished or vehicle is removed from our premise. In addition to the storage fee the vehicle may be rescheduled to a position in our schedule of our choosing. These fees are meant to maintain scheduling and job flow efficiency for all our customers and to avoid becoming a free parking lot.

Please re-read the above paragraph and call or email us if you have any questions. It is important that one understands the billing policy in order to maintain a restoration without timely stops and starts. Our policy of a small amount required in advance expresses our confidence and desire to work together to make your dream machine a reality.