

# JVW Fleet Services

## Payment Terms & Service Agreement

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**- James & Victoria Walden**

**Owners of JVW Fleet Services**

*This contract must be signed before any work is performed.*

### Client Information

Client Name: \_\_\_\_\_

Company (if applicable): \_\_\_\_\_

Service Location: \_\_\_\_\_

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

### Statement from the Owners

JVW Fleet Services is proudly owned and operated by James and Victoria Walden, a husband-and-wife team dedicated to providing honest, reliable, and expert diesel repair services. With over 18 years of experience, we understand the urgency of downtime and the importance of accountability. We treat every job as a reflection of our name and every customer like part of the family. When you call JVW, you get more than a repair - you get our word.

### Terms & Conditions of Service

#### 1. Work Authorization

Customer authorizes JVW Fleet Services to perform diagnostics and/or repair services. Labor time is tracked from the time the technician leaves the shop to the time they return.

#### 2. Estimates & Final Invoices

All quotes are estimates only. The final invoice will reflect all parts, labor, travel time, and additional services performed.

#### 3. Non-Refundable Charges

Road service fees, diagnostics, labor already performed, and deposits are non-refundable.

#### 4. Parts Policy

JVW Fleet Services does not guarantee or warranty customer-supplied parts.

Customer assumes all liability for delays or incorrect parts.

If technician must retrieve or exchange parts due to customer error, an additional fee applies.

#### 5. Payment Terms

Full payment is due upon completion of service.

If payment is not made the same day and no communication is provided, a 30% late fee will be added.

If the balance remains unpaid after 48 hours, additional legal action will be taken.

#### 6. Accepted Payment Methods

Cash

Credit/Debit Card (5% processing fee)

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Cash App, PayPal, Venmo, Zelle

Business Check (Pre-approved only)

### 7. Chargebacks & Disputes

Customer agrees not to file chargebacks or payment disputes.

Any reversal of funds will result in a \$35 return fee, a 30% invoice penalty, and immediate legal escalation.

### 8. Towing, Lien & Legal Action for Non-Payment

In the event of non-payment, refusal to pay, or lack of communication regarding an outstanding balance, the customer acknowledges and agrees that:

- JVW Fleet Services has the right to initiate a tow or impound of the serviced vehicle.
- JVW Fleet Services may place a legal mechanic's lien on the truck, trailer, or equipment serviced.
- JVW Fleet Services may pursue legal action under Maryland law for the full invoice amount, late fees, legal costs, court fees, and any damages incurred.

This clause is enforceable under the Maryland Commercial Law Code §16-202 (Mechanic's Lien Rights).

### 9. Cancellation / No Show Policy

Last-minute cancellations or no-shows are subject to a full dispatch fee. Repeated violations may result in refusal of future service.

## Acknowledgement & Signature

By signing below, I acknowledge that I have read, understand, and agree to all terms and service policies stated above. I authorize JVW Fleet Services to perform work on my vehicle and agree to all payment, towing, lien, and legal enforcement clauses.

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

Printed Name: \_\_\_\_\_

Technician/Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: James Walden

Owner / Senior Diesel Technician - JVW Fleet Service