



BIG TWIN SERVICES, LLC

Customer Information Form

INVOICE #

Name: _____

Address: _____

City: _____ State: _____ Zip: _____ + _____

e-Mail: _____ @ _____ . _____

Phone: Number: (____) - _____ - _____

VIN:

Preferred Contact Method: ___ Phone ___ Text ___ email

Problems, Concerns, Notes, Service, Repairs:

_____!

_____!

_____!

_____!

CUSTOMER CONCERN CODE _____

When do you need your Motorcycle back by? (Date): _____

Customer's Signature: _____ Date: _____



REPAIR ORDER AUTHORIZATION, OWNER REQUIREMENTS, STORAGE, PAYMENT, and PARTS

- DENIAL OF ASSUMED OR IMPLIED AGREEMENT:** Other than this agreement, no other Warrant, Reimbursements, or assumed or implied are void.
- AUTHORIZATION:** I hereby, authorize repair work to be completed along with necessary materials. You may operate the above vehicle for the purposes of testing, inspection, at my risk. A Mechanics Lien is acknowledged on the above vehicle to secure the amount of the repairs thereto and any legal costs incurred in doing so. You will not be responsible for loss, damage, or articles left in or on the vehicle in the event of Fire, Theft, Accident or any other cause beyond control.
- OWNER REQUIREMENT:** You MUST provide a “legal government photo I.D” and have” valid legal vehicle registration, tags, and proof of insurance; readily accessible on/in your motorcycle”. It will be impossible to perform required Road Testing before informing you it is ready for pick up or any additional repairs if necessary. It is a violation of the law to operate a Motorcycle without these in the State of Georgia, without these, there is no guarantee your Motorcycle is properly repaired when picked up. The Motorcycle should have at least a ¼ Tank of Fuel. In not, 2 ½ US Gal. will be added at a rate of \$3.50 per Gal [\$8.75].
- STORAGE:** Your Motorcycle will be stored for 48 hours following notification service/repairs have been completed. Beginning the 49th hour and beyond, a fee of \$150.00 each twenty-four (24) hours will be assessed.
- PAYMENT:** Payment is due upon completion unless prior arrangements have been made. The current fee is 2.6% of the total transaction amount + 0.10¢ @ Transaction of the total transaction amount for any of the following payment types: American Express[®], Discover[®], Master Card[®], Visa[®], Apple-Pay[®], G-Pay[®] Samsung- Pay[®], and, Android Pay[®]. Other types include: Swiped Magstripe Cards, Swiped or Inserted Chip Cards, Contactless (NFC) Payments, Prepaid Gift Cards, and, Point-of-Sale API Swiped or Inserted Payments Manual Entry has a fee if: 3.5% of the transaction amount + 15¢ per transaction for any of the following payment types American Express[®], Discover[®], Master Card[®], and Visa[®]. These are: Card on File Transactions, Manually Keyed-In Card Payments, Point-of-Sale API Keyed-In Payments, Virtual Terminal Payments, and, Over-the-Phone Payments. Paperless Billing: You will receive an e-mail wherein a link is provided for you to enter your Payment Information if you wish. Payment method: Bank transfer – free. Credit card - 2.9% + 25¢. @ each Transaction. Failure to pay: After thirty (30) days a Mechanics Lien will be assessed as allowable in Georgia Code 40-3-54. Payments can also be made at www.bigtwinservices.com
- PARTS:** Defective or Changed-Out Parts are the Customer’s responsibility to obtain at time of Pick-Up. Parts will be disposed of seventy-two (72) hours following Pick-Up. There are **NO** exceptions.

INVOICE # _____

Acknowledged by the Owner or Authorized Agent thereto: _____
(Type or Print Name) (Date)

Signature of Owner or Authorized Agent thereto: _____

