



Government of the Virgin Islands  
of the United States

Department of Licensing and Consumer Affairs

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**DLCA CONSUMER TIPS**

This series of tips will highlight information that consumers should consider when taking a vehicle to be serviced or repaired.

Whenever you take a vehicle to be serviced or repaired:

- Choose a reputable repair shop. Look for shops that display various certifications that are current. Check with the Consumer Protection Service Division of DLCA for the shop's record, specific information such as consumer complaints. Additionally, check with the Licensing Division of DLCA to ensure that the shop has a current business license.
- Describe the symptoms of the problem. Don't try to diagnose the problem.
- Ensure that you are taking the vehicle to the appropriate repair personnel for what you need done. Some shops specialize in a particular area such as body work or engines/transmissions.
- Make it clear that work cannot begin until you have a written estimate and give your okay. Never sign a blank repair order. If the problem cannot be diagnosed on the spot, insist that the shop contact you for authorization once the trouble has been found.
- Ask the shop to keep the old parts for you.
- Follow the warranty instructions if a repair is covered under warranty.
- Get all repair warranties in writing and keep copies of all paperwork.

**CONSUMER TIPS**



*"Serving Businesses and Assisting, Educating & Protecting Consumers"*