START HERE

Read this page first · it tells you where your files are and which one to open.

Where your files live

- Your files live in your Etsy account. Go to Etsy · Purchases · Download Files.
- Nothing ships. Your download is ready the moment your payment clears.
- Save a backup copy to your phone, computer, or cloud drive.

How to open everything

- PDFs open in any free PDF reader (phone, tablet, or computer).
- If your download arrives as a .zip, tap or double-click it to unzip, then open the files inside.
- The spreadsheet (.xlsx) opens in Excel or Google Sheets (free).

Which file is for what

- Flat US Letter PDF · print at home or at a copy shop.
- Flat A4 PDF · for A4 printers.
- Ink-friendly B&W US Letter PDF · saves ink, photocopies cleanly.
- Fillable PDF · tap-type on your phone, no printing required.
- Spreadsheet (.xlsx) · working formulas with demo data you can replace.

Your bonus file

A free A4 ink-friendly black-and-white version is linked in your Etsy thank-you message after purchase. The link is also the fastest way to re-download if you switch devices.

Stuck? Talk to a human

Message us here on Etsy and we will help you get it open. Tell us your device (phone, tablet, computer) and what you see on screen · that gets you a fix fastest.

The Moment This Solves

The 14-year-old washer needs a $480 control board. You decline the repair as beyond economical · and a week later the customer says you 'refused to fix it' and demands the service fee back. This kit puts the math and the customer's choice in writing, signed at the kitchen table.

How this kit works

- Step 1: diagnose first, in numbers · page 3 records the fault, the test results, and the parts-and-labor math as you found it.
- Step 2: walk the customer through page 4 · repair cost vs. age, condition, and replacement · in plain words, no pressure either way.
- Step 3: the customer chooses and signs · page 6: decline, repair anyway, or take time to decide. Their choice, their signature.
- Step 4: if the story changes later, answer from the signed decline record on page 7, not from memory.
- This kit records your diagnosis and the customer's decision. It states no warranty rule, consumer law, or repair standard as applying · your numbers, your judgment, their choice.

Job at a glance

Customer name:

Property address:

Appliance (type / brand / model / age if known):

Service date:

Service / diagnostic fee (as quoted):

This kit is a general documentation tool for appliance repair businesses. It is not legal advice · consult an attorney about your waivers and consumer obligations.

Diagnosis Record · As Found

What you actually found on the call, recorded the same day · this page is the diagnosis's memory.

Check / test	Result (your words)	Notes

- Record: the reported symptom, what you tested and measured, the failed part or system, any second faults found, and the appliance's overall condition (rust, leaks, prior repairs) · as found, not as guessed.
- Photograph the model/serial plate, the failed part, and any condition issues on the call, dated in the job file.

Photos taken (how many / of what):

Failed part / system (your words):

Anything unsafe found (and what you did):

The Repair Math · Plain-Words Page

Read this page WITH the customer. Beyond economical repair is not a refusal · it is arithmetic the customer deserves to see before anyone decides.

- ☐ The repair number: parts + labor for THIS fault, written out in full · not a ballpark. The customer sees the real figure you are asking them to weigh.
- ☐ Age and remaining life: an appliance near or past its typical working life can need the next repair soon after this one. Say it plainly: this repair fixes this fault, not the machine's age.
- ☐ The replacement comparison: what a comparable new appliance costs (customer to verify current prices) · the honest yardstick for the repair figure, with delivery, install, and haul-away in the picture.
- ☐ What repair buys: a working appliance with the rest of its parts at their current age · and what it does not buy: a warranty on unrelated parts (unless your own written terms say so).
- ☐ The customer's options are real: decline, repair anyway with eyes open, or pause and decide. A signature taken under pressure protects nobody · this page exists so the choice is informed.

Plain words and real numbers beat a verbal 'it's not worth fixing.' Add your own lines below · your typical-life guidance, your parts sources, your guarantee terms.

Repair total (parts + labor, your figure):

My own notes for this appliance's condition and outlook:

Options Checklist · Walked Together

Go line by line at the table. Initial each line as you discuss it · initials mean 'we talked about this one'.

- ☐ Diagnosis shared: the customer heard what failed, what you tested, and what the photos show.
- ☐ Repair math shared: the full repair figure, the age picture, and the replacement comparison were walked through · not just quoted.
- ☐ Service fee explained: what today's diagnostic/service fee covers and how it is treated under each option, per your own stated terms.
- ☐ No-pressure confirmed: the customer knows 'take time to decide' is a real option and what happens to the appliance in the meantime.
- ☐ Next-fault honesty: the customer understands this repair covers this fault only, in your own written terms.

Questions the customer asked, and the answers given:

Anything the customer asked us to note as especially important to them:

Customer Decision · Signed at the Table

One signature that records the choice the customer actually made. Read it aloud before they sign.

I confirm that the diagnosis and the full repair figure were explained to me, that the repair-vs-replace math was walked through with me, and that I choose the option circled here: DECLINE the repair / PROCEED with the repair anyway / TAKE TIME TO DECIDE. I understand the diagnostic/service fee treatment explained to me applies as stated by the company.

Customer signature: _____ Date / time: _____
Technician signature: _____ Date / time: _____

- ☐ The customer signed the option they chose · circled, not implied.
- ☐ The customer received a copy or a clear photo of every signed page.
- ☐ Anything the customer disagreed with is written on this page in their words.

If They Repair Anyway · Eyes-Open Note

Some customers repair for good reasons · a matched set, a rental, a tight month. This page keeps that choice just as documented as a decline.

Parts to be ordered (part / source / ETA given):

Deposit or payment terms stated for the repair:

What this repair covers, in your words:

What it does NOT cover (unrelated parts / faults):

Return-visit date or window promised:

These blanks are deliberately empty: coverage is your company's promise, in your words. Writing it here · the same paper as the math page · is what keeps an eyes-open repair from becoming a misunderstood guarantee.

Fee-Dispute Record · Answer From the File

If the 'you refused to fix it' call comes, this page turns it into a read-back of the signed record. Complete it on the call, calmly.

Date	What was said (their words)	Shown from file

Option the customer signed, and its date:

Repair figure that was walked through:

Resolution or next step, and its date:

- ☐ The signed decision page and diagnosis photos were the basis of the answer · not a re-argument of the diagnosis.
- ☐ Any refund or goodwill step is written above with its date · never left verbal.

Departure & Appliance-State Sign-off

Leave the home with the appliance's state agreed in writing · especially when it stays broken by the customer's choice.

I confirm the appliance was left in the state described here (assembled / partially disassembled for diagnosis / disconnected for safety, as circled by the technician), and that any safety condition found was explained to me before departure.

Customer signature: _____ Date / time: _____
Technician signature: _____ Date / time: _____

- ☐ Water, gas, and power state at departure matches what is circled above.
- ☐ Any safety shut-off performed is written here with the reason in plain words.
- ☐ Removed or failed parts were left, returned, or disposed of as the customer chose · noted here.

Closeout & Job File Checklist

File it complete tonight, while the call is still one story.

Closeout checklist

- [ ] Diagnosis record, repair-math page, options checklist, signed decision, and departure sign-off are filed together under the customer address.
- [ ] Model/serial, failed-part, and condition photos are saved with the job file · not loose phone photos.
- [ ] The spreadsheet job log is updated: diagnosis date, repair figure, option signed.

Questions to ask a professional

- Ask an attorney: does my decline wording hold up alongside my invoices and stated terms?
- Ask your insurer: what diagnosis documentation do you want when a fee dispute arrives?
- Ask a veteran tech you trust: which number do customers most often misunderstand on the math page?

This kit is a general documentation tool you complete from your own diagnosis and figures. It is not legal advice · consult an attorney about your situation. It states no warranty rule, consumer law, or repair standard as applying.