MECHANIC SHOP PROTECTION SERIES

START HERE — Read This First

Your files, in plain language. Keep this sheet on top of the packet.

WHERE YOUR FILES LIVE

After you buy, your files live in your Etsy account. Sign in to Etsy, go to Purchases (your profile picture, then Purchases and reviews), find this order, and choose Download Files. You do not need to wait for an email, and nothing is shipped to you.

HOW TO OPEN THEM

1. On a phone or tablet: tap the file name to download it, then open it in your PDF reader or Files app. If files arrive in a ZIP, tap the ZIP once to unzip it, then open the files inside.
2. On a computer: double-click the PDF to open it, or double-click the .xlsx file to open it in Excel or upload it to Google Sheets.
3. To print: open the flat PDF (not the fillable one), choose US Letter or A4 to match your paper, and print at 100% scale.

WHICH FILE IS FOR WHAT

PRINT — Flat PDF, US Letter and A4: print the full packet and fill it in by hand. FILLABLE — Fillable PDF: open on your phone and tap-type into the fields at the shop. PHONE — the fillable PDF is the phone-friendly version; keep a copy on the phone you use at the counter. SPREADSHEET — .xlsx Storage Fee Calculator: enter the daily rate and dates and it totals storage, parts, labor, and tax for you.

BONUS FILE + HELP

- BONUS: an A4 ink-friendly black-and-white version is included free. Its download link is in the thank-you message Etsy shows you after purchase (Message to buyers).
- Stuck? Message us on Etsy: open your order in Purchases and choose Message seller / Help with order. Tell us which file will not open and what device you are on — we will help you get in.

How to Use This Kit — In Order

A vehicle is sitting unpaid. This kit turns worry into a clear, documented, professional process.

THE MOMENT: The repair is done — or the customer stopped answering — and the vehicle has sat on your lot for weeks. Every day it takes a bay, a space, and your money. Yelling does not move it. A clear written warning, an itemized bill, and a record of every contact does.

USE IT IN THIS ORDER

1. RECORD IT (page 3): Fill in the shop, owner, vehicle, repair order, and what was authorized — while the paperwork is in front of you.
2. CHECK YOUR STATE RULES (below): Lien, storage, notice, and vehicle-sale rules are different in every state. Complete the checklist before you send anything.
3. TOTAL IT (page 5 + spreadsheet): Itemize parts, labor, and storage — daily rate times days — so the owner sees exactly what is owed and why.
4. SEND THE WARNING (page 4): Send the Lien Warning & Storage Fee Notice, keep proof of mailing (page 8), and log the contact (page 6).
5. FOLLOW UP IN WRITING (pages 6–7): Log every call and message. If there is no response, send the Final Notice on page 7.
6. CLOSE IT CLEANLY (page 9): When paid, use the receipt and release page. If not paid, take your full file — not just this kit — to an attorney or your state regulator before any sale or disposal step.

CHECK YOUR STATE RULES — DO THIS STEP FIRST

- This kit is state-agnostic on purpose: it does NOT state your state's holding period, notice deadline, daily storage cap, or sale procedure, because those differ by state and inventing them would put your shop at risk.
- Before sending, verify with your state motor-vehicle / consumer-protection agency or an attorney: (1) whether you may claim a mechanic's / garageman's lien and what perfects it, (2) who must receive notice — owner and any lienholder of record, (3) required waiting periods and delivery methods, (4) whether storage fees must have been disclosed or agreed in advance, (5) the lawful next step if the vehicle is never claimed. Write what you verified on page 3.

Shop, Owner, Vehicle & Authorization Record

Complete once per vehicle. Every notice in this kit copies from this page — get it exact.

SHOP

Shop name: _____ Repair order #: _____

Address: _____ Phone: _____

Email: _____ Contact person: _____

VEHICLE OWNER / CUSTOMER

Full name: _____ Phone: _____

Mailing address: _____

Email: _____ Alt. contact: _____

VEHICLE

Year: _____ Make: _____ Model: _____ Color: _____

License plate: _____ State: _____ Full VIN: _____

Date vehicle arrived: _____ Odometer in: _____

WORK & AUTHORIZATION RECORD

Work authorized (describe): _____

Authorized by: _____ Date / how (in person, phone, text): _____

Date work completed: _____ Date owner notified it was ready: _____

Storage rate disclosed to owner: $ _____ per day, starting (date): _____

STATE RULES I VERIFIED (see page 2)

Source checked (agency / attorney): _____

Date checked: _____ Who must get notice: _____

Waiting period / delivery rule I confirmed: _____

Mechanic Lien Warning & Storage Fee Notice

Send this notice to the vehicle owner — and to any other person your verified state rules require. Keep a copy and proof of mailing (page 8).

Date of this notice: _____ Repair order #: _____

To (owner name): _____

Owner mailing address: _____

From (shop name / address): _____

Dear vehicle owner,

Our records show the vehicle below is at our shop, the repair work described below was authorized and completed, and the balance on the attached itemized invoice remains unpaid. The vehicle has remained at our shop since the date shown, and storage fees are accruing at the daily rate shown on the invoice.

Vehicle (year / make / model): _____

VIN: _____ License plate / state: _____

Work completed: _____

Date work completed: _____ Date we told you it was ready: _____

Total amount due today: $ _____ Storage accrues at: $ _____

WHAT WE ARE ASKING: Please contact us and pay the amount due, or arrange payment and pickup, by the response date you write below — chosen to match the waiting period you verified for your state on page 3. If we do not hear from you, we intend to pursue the remedies available to us under the laws of our state, which may include asserting a mechanic's lien on the vehicle. The exact process, timing, and any sale step are governed by state law, not by this letter.

Please respond by (date): _____ Shop phone: _____

If any part of this bill looks wrong, contact us — we would rather resolve a mistake in writing than argue about it. A full itemized invoice is on page 5 of our records and is enclosed / attached with this notice.

Shop signature: _____ Print name / title: _____

How sent (mail / certified / hand / email): _____

BEFORE YOU SEND

- Confirm the amount due matches page 5 to the cent, the VIN matches the vehicle, and the response date matches the state rules you verified on page 3. Do not add a deadline, fee, or sale threat your state does not allow.

Itemized Invoice & Storage Fee Worksheet

Show every dollar. An owner who can follow the math is an owner who can pay it. The .xlsx calculator does this math automatically.

Invoice #: _____ RO #: _____ Invoice date: _____

PARTS

#	Part / description	Qty	Amount $
1			
2			
3			
Subtotal			

LABOR

parts

Work	Description	Hours / flat	Amount $
Diagnosis / teardown			
Repair labor			
Other (describe)			
Subtotal — labor			

STORAGE — DAILY RATE x DAYS (worked example in the spreadsheet)

FILLED EXAMPLE: Daily rate $35.00 x 45 days in storage = $1,575.00. Count days from the storage start date you disclosed to the owner (page 3) through the date of this invoice — and only charge storage your authorization and state rules allow.

Storage start date: _____ Through (date): _____ Days: _____

Daily rate: $ _____ Days x rate = $ _____ Other fees (describe): $ _____

TOTALS

Parts subtotal: $ _____

Labor subtotal: $ _____

Storage total: $ _____

Tax (if applicable): $ _____

Payments already made: $ _____

TOTAL AMOUNT DUE: $ _____

Storage continues to accrue at the daily rate above until the vehicle is picked up and the balance is paid, subject to the authorization and state rules noted on pages 2–3.

Contact & Payment Log

If it is not written here, it is hard to prove later. Log every call, text, visit, promise, and payment.

#	Date / time	How (call/text/mail/visit)	What was said / sent	Result / next step
1	Day work done	Called owner	Told owner car ready, balance due	
2	+ 7 days	Text + mail	Sent first statement	
3				
4				
5				
6				
7				
8				
9				
10				

PAYMENTS & PROMISES

Date	Amount $ / promise made	Method / promised date	Kept? (Y/N)

CONTACT RULES THAT PROTECT THE SHOP

- ☐ Be factual and calm in every message. Write each message as if a judge, a regulator, or the owner will read it later — they might.
- ☐ Confirm every phone promise in writing the same day: 'Confirming our call today — you will pay $___ by ___.'
- ☐ Never threaten an action you cannot lawfully take, and never add fees that were not disclosed or allowed.
- ☐ If the owner disputes part of the bill, note the exact dispute here and answer that part in writing.

Second / Final Notice

Use only after the first notice and a fair chance to respond. Keep the same facts, the updated total, and the same calm tone.

Date of this notice: _____ First notice sent (date): _____

To (owner name / address): _____

Vehicle / VIN (last 8): _____ RO #: _____

FINAL NOTICE — PLEASE CONTACT US

We wrote to you previously about the unpaid balance for the vehicle above, and we have not received payment or a payment arrangement. An updated itemized invoice is enclosed / attached. Storage has continued to accrue at the daily rate shown, so the total due is now the amount below.

Original balance: $ _____ Added storage since first notice: $ _____

TOTAL DUE TODAY: $ _____ Please respond by (date): _____

If we do not hear from you by that date, we intend to pursue the remedies available under our state's laws, which may include asserting a mechanic's lien, following the process and timing our state requires. We would much rather hand you your keys. If you cannot pay in full, contact us — a written payment plan you can actually keep is better for both of us than silence.

Shop signature: _____ Print name / title: _____

Shop phone / email: _____

IF A PAYMENT PLAN IS AGREED — WRITE IT HERE

Owner agrees to pay: $ _____ by (date): _____

Then: $ _____ by (date): _____

Vehicle pickup by (date): _____ Storage during plan: $ / day _____

Owner signature: _____ Date: _____

Shop signature: _____ Date: _____

Proof of Mailing, Service Log & File Checklist

The notice only helps if you can prove you sent it. This page is that proof — file it with the repair order.

SERVICE LOG — one row per notice sent

Notice (1st / Final)	Date sent	Sent to (name/address)	Method	Tracking / receipt #

KEEP WITH THIS FILE — checklist

- ☐ Signed repair authorization / estimate
- ☐ Itemized invoice (page 5) — copy sent with each notice
- ☐ Copy of each notice exactly as sent (pages 4 and 7)
- ☐ Mailing receipts / tracking printouts for each notice
- ☐ Contact & Payment Log (page 6), kept current
- ☐ Photos of the vehicle as it sits (dated) and odometer photo
- ☐ Title / lienholder information, if your state process requires it
- ☐ State-rules verification notes (page 3)

VEHICLE CONDITION WHILE IN STORAGE

Where vehicle is stored: _____

Condition / damage noted while stored: _____

Personal property inside vehicle (list): _____

Do not use, move (except for safety/storage needs), or remove property from a stored vehicle without a lawful reason, and note any necessary move in the Contact Log (page 6) with date and reason.

Payment Receipt, Pickup & Release

When it is paid, close it as professionally as you opened it. Keys, receipt, and signatures — same visit.

PAYMENT RECEIVED

Date paid: _____ Amount paid: $ _____

Paid by (name): _____ Method: _____

Balance remaining (write 0 if paid in full): $ _____

Invoice #: _____ RO #: _____

VEHICLE RELEASED

Vehicle (year / make / model / VIN last 8): _____

Released to (name): _____ ID checked (type / last 4): _____

Date / time released: _____ Odometer out: _____

- ☐ Vehicle condition walked around together at pickup
- ☐ Personal property in vehicle confirmed with owner
- ☐ Keys and any paperwork handed over listed below

Keys / paperwork handed over: _____

ACKNOWLEDGMENT — both sign

Owner: I paid the amount shown above (or the agreed plan balance noted on page 7), received the vehicle and the items listed, and I understand any remaining balance written above is still owed. Shop: We received the payment shown, released the vehicle to the person named, and — where a lien was asserted in writing — we will provide any lien-release paperwork our state requires for a balance paid in full.

Owner signature: _____ Date / time: _____

Print name: _____ Shop representative: _____

DISCLAIMER — PLEASE READ

- This kit is a documentation and organizational tool for mechanic shops. It is not legal advice. Mechanic's lien, storage fee, notice, and vehicle sale or disposal rules vary by state and change over time — consult an attorney or your state regulator for the requirements that apply to your shop before asserting a lien or taking any sale or disposal step.
- No page in this kit creates a lien, waives a right, or guarantees an outcome. What it does is keep the facts, the math, and the paper trail clear — for the shop and for the customer.

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