

# *Alliance for Consumer Protection, Beaver County*

*" ACP → Your Consumer Key"*

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**DISCLAIMER** – THIS INFORMATION IS THE RESULT OF ONE CASE/ SITUATION. ACP ENCOURAGES YOU AS A CONSUMER TO MAKE YOUR OWN DECISIONS. We also, encourage you to further research companies prior to doing business with them.

**Date complaint was opened:** September 4, 2014

**Date complete was closed:** September 19, 2014

**Company complaint is against:**

Mr Smith's Garage  
399 Big Knob Road  
Rochester, PA 15074  
724-775-6413

**Summary of complaint:**

Customer believes he was overcharged for the parts & labor to fix his car. When the ENGINE LIGHT came on the 2003 Trailblazer, the customer brought it to the garage. He was advised of needed repairs to correct the issues with the car. Afterwards, he felt he was overcharged for parts and labor based on his web searches for the parts used.

**Resolution:**

ACP contacted the garage owner, TJ Smith and obtained more information. A quote was given to customer prior to the repairs being done. The labor & mark up of the parts were within industry standards.

**ACP Recommends:**

Car Repairs

*Member, Beaver County Chamber of Commerce*

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