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Once you've downloaded the document, insert your words in place of the prompt words in square brackets.

For important context, see the page on [problems with a car repair](#).

[Your name]

[Your address]

[Date]

[Garage's name]

[Garage's address]

Dear [Garage],

Re: Complaint about excessive charges for servicing of vehicle

I asked you to repair my vehicle, a [describe the vehicle: year, make and model], on [date the repair was started].

I was told this work would cost [amount of estimate]. However, on picking up the vehicle I was presented a bill for [amount of repair bill].

Since we did not agree on a fixed price for this work, I am legally obliged to pay only a reasonable price for the work.

I did some research to see what a reasonable price would be. I asked two other garages, [names of other garages], to estimate the cost of the work.

They estimated [amount] and [amount].

It is therefore clear that your final bill is unreasonable. In line with my legal rights, I am prepared to pay only the sum of [amount].

I look forward to your reply and to resolving the problem, and will wait before taking my next step until *[set a time limit; usually 10 working days is sufficient]*. Please contact me at the above address or by telephone at *[your phone number]*.

Yours truly,

[Your name]

Disclaimer: At People's Law School, we believe accurate, plain English information can help people take action to work out their legal problems. This template is a sample. **It is not intended as legal advice.** We recommend that you consult a legal professional in British Columbia if you want professional assurance that this information is appropriate to your particular situation.