## 7031P RESALE PROCEDURE

Resale procedures will vary from department to department depending on the product or service provided.

Resale procedures shall contain, at a minimum, steps that assure all resale activities are accounted for (i.e. prenumbered work orders, cash register tapes, and daily cash reconciliation summaries).

1. Customer requests must be documented (i.e. work orders/sales slip).
2. Faculty determines instructional value of customer request and schedules service if appropriate.
3. Work/Service is performed under supervision of faculty.
4. Upon completion of work, customer is presented a detailed bill listing services/parts provided and price.
5. All services/repairs/projects must be paid for at the time of completion.
6. Payments (Checks can be made payable to Northland):
    a. All payments are receipted in the Business Office.

**Terms and Conditions:**

1. Jobs are accepted for student training purposes only and work is not guaranteed.
    a. The instructor should be contacted if work is not satisfactory.
2. In all cases, the college reserves the right to refuse service to anyone.
3. Special Conditions: Automotive Service/Auto Body Only
    a. Responsibility for motor vehicles accepted for service work at Northland:
        i. Northland is not responsible for loss or damage as a result of fire, theft, accident, or any other cause to vehicles or articles left in the vehicle.
        ii. Northland instructors and students, duly licensed to operate such vehicles may operate the vehicle for the purpose of testing, inspection, or delivery at the customer's risk.
        iii. If the vehicle or equipment is left at the College over 30 days after completion of the work,
            1. The vehicle shall be reported as an "unauthorized vehicle" on government property, and impounded by local law enforcement pursuant to MN Statute 168B.04 and 169.041.
            2. The related debt will be referred to Minnesota Department of Revenue for collection, pursuant to MN Statute 16D.
        iv. All vehicles must be removed from the college premises at the end of the academic year.
    b. Customer agreement to service
        i. Prior to work beginning, the customer should sign a Customer Request for Service form with these conditions clearly spelled out to acknowledge that

he/she understands the conditions. In the event that the customer is unavailable to sign the request in person, the instructor should note the date and time that verbal approval was received from the customer and make every effort to secure the customer's signature prior to the completion of the work.

ii. Changes to requests for service can be confirmed orally provided the instructor notes the work entailed, time and date the customer was called and any other information necessary to substantiate customer approval.

iii. Any request for service over $1,000 requires a 50% down payment before work is performed.

iv. In the event a customer is not satisfied with the work performed, the vehicle should be promptly returned to the college at the owner's expense.

v. Invoices must be paid in full before the vehicle/equipment is released.

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*3/15/24 deleted reference to Massage Therapy*