

VEHICLE RELEASE REQUIREMENTS

CALIFORNIA VEHICLE CODE #22651.1

VEHICLES MUST BE RELEASED TO THE REGISTERED OWNER OR THEIR AGENT - VERIFICATIONS ARE REQUIRED WITH A COPY RETAINED BY REBELLO'S TOWING SERVICES, INC. ANY EXCEPTIONS TO THIS POLICY, OR ANY OTHER PROBLEM, MUST BE APPROVED BY AN RTS MANAGER DURING NORMAL BUSINESS HOURS, 8: AM TO 5:00 PM MONDAY THROUGH FRIDAY. IF THIS DELAY ACCUMULATES UNNECESSARY ADDITIONAL CHARGES, THEY WILL BE WAIVED. IF CHARGES ARE PAID, BUT PROVE TO BE INAPPROPRIATE, THEY WILL BE REFUNDED IMMEDIATELY.

VEHICLE REGISTRATION, INSURANCE CERTIFICATION, RENTAL AGREEMENT FOR RENTAL VEHICLE, OR OTHER LEGAL DOCUMENT IDENTIFYING THE VEHICLE OWNER OR RESPONSIBLE AGENT OR DRIVER.

CURRENT GOVERNMENT PHOTO I.D., (DRIVERS LICENSE OR PHOTO I.D. OR BADGE) MATCHING THE NAME ON VEHICLE DOCUMENT FROM ABOVE.

OUT OF TOWN OWNER - REQUIRES NOTARIZED AUTHORIZATION TO RELEASE VEHICLE.

WE WILL ACCEPT WRITTEN INSTRUCTIONS ON LETTERHEAD FROM:

- o INSURANCE AGENT
- o ATTORNEY
- o JAIL RELEASE FORM

PAYMENT POLICY

DISPUTED TOWS MUST BE PAID BY CASH

CREDIT CARDS REQUIRE VALID CALIF. PHOTO I.D. IN PERSON:

VISA
MASTER CHARGE
AMERICAN EXPRESS
DISCOVER

COMPLAINT POLICY

COMPLAINTS MUST BE SUBMITTED IN WRITING TO BURT DEAN, CFO (FORM AVAILABLE). COMPLAINTS ARE INVESTIGATED WITH INFORMATION PROVIDED OR AVAILABLE AND A WRITTEN RESPONSE WILL BE MAILED TO THE ADDRESS PROVIDED WITH THE COMPLAINT WITHIN 10 DAYS.

COMPLAINTS MAY ALSO BE SUBMITTED TO THE SAN JOSE TOWING REGULATORY AGENCY: SAN JOSE POLICE PERMITS UNIT, OFFICER MARK BENNETT, 201 MISSION STREET, SAN JOSE, PHONE 408-277-4452