



VEHICLE RELEASE REQUIREMENTS

CALIFORNIA VEHICLE CODE #22651.1: Vehicles are only 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 other problem, require review and approval from an RTS manager during normal business hours, 8:00 am to 5:00 pm Monday through Friday. The following documents are required for every vehicle release:

- ✓ Vehicle Documentation: Current Vehicle Registration, Rental Agreement for Rental Vehicle, or Other Legal Document Identifying the Vehicle Owner or Responsible Agent or Driver.
- ✓ Claimant Documentation: Current Government Photo I.D., (Drivers License or Photo I.D.) Matching the Name on Vehicle Document From Above.
- ✓ Out of town Owner must submit a notarized authorization to release vehicle.
- ✓ We will Accept Written Instructions on Letterhead From:
 - Insurance Agent, Attorney with CA bar card, and Jail Release Form

PAYMENT POLICY

CREDIT CARD ARE ACCEPTED ONLY FROM THE REGISTERED OWNER OR THEIR AGENT; WE DO NOT ACCEPT CREDIT CARDS FROM OVER THE PHONE, BUSINESSES. ALL CREDIT CARD PAYMENTS REQUIRE A CREDIT CARD AUTHORIZATION FORM PROVIDED BY REBELLO'S.

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

- ✓ **VISA, MASTER CARD, AMERICAN EXPRESS, DISCOVER**

WARNING: YOUR VEHICLE IS SUBJECT TO REPOSSESSION PURSUANT TO CALIFORNIA VEHICLE CODE 22658, 22851(A)(1), 22852.5, PENAL CODE 484, AND CIVIL CODE 3070(A) IF PAYMENT BY CREDIT CARD IS DISHONORED FOR ANY REASON. REPOSSESSION FEES BEGIN AT \$350.00, LOCALLY, PLUS STORAGE. CIVIL CODE 3070(A) FINES AND PENALTIES WILL NOT BE WAIVED.

COMPLAINT / DISPUTE PROCEDURE

COMPLAINTS MAY BE SUBMITTED:

- ✓ In writing to Burt Dean, CFO, Rebello's Towing Services, Inc.: A written response will be mailed to the address provided within 10 days with the complaint. Investigation of complaint includes information provided, including reports from the employees involved.
- ✓ Officer Martinez, Tow Liaison, San Jose Police Permits Unit, 201 Mission Street, San Jose, Phone 408-277-4452.

RESOLUTION OF DISPUTES AFTER HOURS: Payment of the any fees required by employees will be refunded immediately upon investigation and confirmation of error the following business day.