



VEHICLE RELEASE REQUIREMENTS

CALIFORNIA VEHICLE CODE 22658(G)(1)(B): 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 RELATED PROBLEMS, REQUIRE REVIEW AND APPROVAL FROM AN RTS MANAGER DURING NORMAL BUSINESS HOURS, 8: AM TO 5:00 PM MONDAY THROUGH FRIDAY.** THE FOLLOWING DOCUMENTS ARE REQUIRED FOR EVERY VEHICLE RELEASE:

VEHICLES MUST BE RELEASED TO THE REGISTERED OWNER OR THEIR AGENT – VERIFICATIONS ARE REQUIRED WITH A COPY RETAINED BY REBELLO'S TOWING SERVICES, INC:

- ✓ 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.
- ✓ UNAVAILABLE OWNER – REQUIRES NOTARIZED AUTHORIZATION TO RELEASE VEHICLE.
- ✓ WE WILL ACCEPT WRITTEN INSTRUCTIONS ON LETTERHEAD FROM:
 - INSURANCE AGENT, ATTORNEY, SHERIFF/JAIL RELEASE FORM, POLICE

PAYMENT POLICY

CHECK OR CREDIT CARD ARE ACCEPTED ONLY FROM THE REGISTERED OWNER OR THEIR AGENT; WE DO NOT ACCEPT CHECKS OR CREDIT CARDS FROM THIRD PARTIES, BUSINESSES, FRIENDS, OR RELATIVES NOT LISTED ON THE VEHICLE DOCUMENTS:

MAKE CHECKS PAYABLE TO REBELLO'S TOWING SERVICE, INC. (RTS) AS FOLLOWS:

- ✓ DRAWN AGAINST A CALIFORNIA BANK
- ✓ PERSONALIZED, WITH STREET ADDRESS AND PHONE NUMBER IMPRINTED (NO P.O. BOX)
- ✓ NO THIRD PARTY CHECKS
- ✓ VALID CALIF. PHOTO I.D. WITH MATCHING ADDRESS (WITH CHECKING ACCOUNT)
- ✓ THUMB PRINT CLEARLY PLACED ON CHECK BY PERSON SIGNING (NO SMUGGING)

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

- ✓ VISA, MASTER CHARGE, 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 CHECK OR CREDIT CARD IS DISHONORED FOR ANY REASON. REPOSSESSION FEES BEGIN AT \$350.00, LOCALLY, PLUS STORAGE.

CIVIL CODE 3070(A) MISDEMEANOR CRIMINAL 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. Investigated of complaint includes information provided by the public and reports from the employees involved.
- ✓ To the 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.