

# OIL CAN HARRY'S

10 MINUTE OIL CHANGE

The Pennzoil logo is an oval shape with the word "PENNZOIL" in a bold, sans-serif font. Above the text is a small graphic of a crown, and below it is a stylized oil drop.

P.O. BOX 8068 • WESLACO, TEXAS 78599 • TELEPHONE (956) 968-9581 • FAX (956) 969-2976

Dear Customer,

Hollon Oil Company and Oil Can Harry's prides its self on providing professional service to all of its customers. Our technicians take precautions to be sure that our work is on a par with the best in the industry. But on occasion, errors may occur.

If Oil Can Harry's has damaged your vehicle as a result of our technician's work, the products we use in the course of service or, in the operation of your vehicle, we carry insurance protection to repair that damage to your vehicle and to reimburse you for a rental vehicle while your vehicle is being repaired. Our insurance company is the final authority on the determination of negligence in regard to damage to your vehicle.

Hollon Oil Company and Oil Can Harry's will immediately convey all available claim information to our insurance agent and they will convey this information to our insurance carrier. Our insurance agent will make contact with you as soon as possible to confirm the receipt and accuracy of the claim information.

The contact number for our agent Tim Gilmore is 800-473-8962. His fax # is (512) 343-0352.

Please feel free to contact him should you have any questions.

If a rental vehicle is needed, it will be your responsibility to secure the rental vehicle. If it is determined that we damaged your vehicle; our insurance carrier will reimburse your necessary rental expense.

We are truly sorry for any inconvenience we may have caused you.

Sincerely,

Hollon Oil Company & Oil Can Harry's

..... *The Home of Fast, Friendly Service.*