

TO RELEASE YOUR VEHICLE FROM IMPOUND:

1. Only registered or legal owners may release vehicles &/or personal items *
2. You must have your state or government issued picture ID (one of the following: State ID, Driver's License, Military ID, Passport)
3. An after-hours fee of \$90.00 will be applied to all impound related services during non-business hours
4. Accepted methods of payment are cash, credit, or debit. A 3% convenience fee will apply to all card transactions. We do not accept personal checks or American Express.
5. Payment is due in full at the time of the release **

*If the registered owner is unable to release the vehicle they may designate an agent to act on their behalf. Registered owners may fax or email a NOTARIZED letter to us and must authorize an individual by name. If the registered owner is incarcerated we will accept a letter from them that is certified by an agent of the jail. They may write their own or use this one: DESIGNATION OF AGENT FOR REGISTERED OWNER PDF (Fax: 509-545-9175 email: business@ajxauto.com) If you have purchased a vehicle and it is not registered in your name you must provide proof of ownership from *before* the date of impound (signed title, state certified bill of sale) for A-jacks to review.

** All impounds are charged according to the tariff we have on file with the state of Washington. These rates are based within the range allowed by WSP. Please note that employees cannot change these fees.

IF YOU CANNOT AFFORD TO RELEASE YOUR VEHICLE:

Option 1: You can turn in the title and the keys to us, and release ownership of the vehicle on a case by case basis at the sole discretion of A-jacks Management. ***

1. Only a portion of the lien is due
2. You will not be sent to collections for outstanding balance
3. You will not be charged with littering
4. You may release any personal items but cannot disassemble the vehicle. If it's attached, it stays. (Stereo's, Speakers, Tires, Batteries, etc.)

*** If you do not have the title available we have the proper documentation needed either in our office or here: AFFIDAVIT OF LOSS/RELEASE OF INTEREST & POWER OF ATTORNEY.

Option 2: Do Nothing

1. **It is against the law to abandon a vehicle at a tow facility**, you will be charged with littering and may lose your license
2. **Daily Storage will continue to increase**
3. **Your vehicle and personal belongings will be sold a public auction**, registered and legal owners are prohibited by law from bidding on or purchasing their impounded vehicle at auction
4. **You will be responsible for any balance due against the vehicle that is not covered by auction.** You will be given 10 days from the auction date to pay the balance in full or the balance will be sent to collections.

IF YOU'VE BEEN IN AN ACCIDENT:

1. **Contact your insurance agent** and make arrangements for them to view the vehicle
2. **Release your vehicle to your insurance company**; this simply requires a verbal authorization from the registered owner.
3. Let us know the contact information and claim number for your insurance.
4. **Release your personal belongings** from the vehicle. If you are unable to do so during business hours an after-hours fee of \$90.00 is due when you come in.

5. If your insurance will not cover the recovery fees and storage you are still responsible for them. Please **make arrangements to dispose of your vehicle in a timely manner**. Please note that we are not a wrecking yard and that abandoning your vehicle at a tow yard is unlawful.