

ReviewRescue Free Sample

17 professional templates for auto repair shops

Use these samples free in your own business. Verify the facts, replace placeholders, protect customer privacy, and adapt the tone before posting.

Positive Reviews

01 Excellent service

Thank you, [CUSTOMER NAME], for the five-star review. We're delighted that your experience with [BUSINESS NAME] stood out. Our team appreciates your trust and looks forward to helping whenever your vehicle needs attention.

02 Excellent service

We're grateful for your excellent feedback, [CUSTOMER NAME]. Providing dependable service and a smooth visit is exactly what we aim for at [BUSINESS NAME]. Thank you for choosing our team.

03 Fast service

Thank you for highlighting our quick service. We know your time matters, and we're glad our team could complete your [SERVICE] efficiently. We appreciate the five stars.

Negative — Communication, Repair, Diagnosis, Warranty & Staff

01 Communication

We're sorry you felt inadequately informed during your visit. Clear communication matters, and we'd like to learn where the process broke down. Please contact [MANAGER NAME] at [PHONE].

02 Repair issue

We're sorry to hear that the original concern may still be present. Please contact us at [PHONE] so we can identify the service performed and determine the appropriate next step.

03 Diagnosis

We're concerned to hear that you have questions about the diagnosis. Vehicle issues can involve several possible causes, and we'd like to review the specific findings with you privately. Please call [PHONE].

04 Warranty

We understand your concern about warranty coverage. Because coverage depends on the specific service and circumstances, please contact [MANAGER NAME] at [PHONE] so we can review the documentation with you privately.

05 Staff

We're sorry your interaction with our team did not feel professional. Respectful service is important to [BUSINESS NAME]. Please contact [MANAGER NAME] at [PHONE] so we can learn more and address the concern internally.

Negative — Price

01 Price

Thank you for sharing your concern about pricing. We understand that unexpected repair costs can be difficult. We'd be glad to review the estimate, approved work, and available details with you privately at [PHONE].

02 Price

We're sorry the value of your visit did not meet your expectations. Because every repair can involve different findings and options, please contact [MANAGER NAME] at [PHONE] so we can discuss your specific service without sharing private information here.

Negative — Wait Time

01 Wait time

Thank you for letting us know about the extended wait. We understand how disruptive delays can be. We'd appreciate the opportunity to review what happened and discuss your experience at [PHONE].

02 Wait time

We're sorry the timing of your visit fell short of expectations. Rather than speculate publicly, we'd like to look into the service timeline. Please contact [MANAGER NAME] at [PHONE].

Review Requests

01 SMS — after pickup

Hi [CUSTOMER NAME], thank you for choosing [BUSINESS NAME] for your [SERVICE]. Would you take a moment to share an honest review of your experience? Your feedback helps our team improve: [REVIEW LINK]

02 SMS — short

Thanks for visiting [BUSINESS NAME]. We welcome your honest feedback about today's service: [REVIEW LINK]

Spanish Bonus Preview

01 5 estrellas — servicio excelente

Muchas gracias, [CUSTOMER NAME], por las cinco estrellas. Nos alegra saber que recibió el servicio profesional que buscamos ofrecer en [BUSINESS NAME]. Aquí estaremos cuando vuelva a necesitarnos.

02 Negativa — precio

Lamentamos que el valor recibido no cumpliera sus expectativas. Como cada reparación puede ser diferente, le invitamos a comunicarse con [MANAGER NAME] al [PHONE] para revisar su caso.

03 Difícil — cliente no identificado

Tomamos en serio todos los comentarios, pero no logramos relacionar esta reseña con una visita. Si recibió servicio de nuestro taller, por favor escriba a [EMAIL] con la fecha y el tipo de trabajo.

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