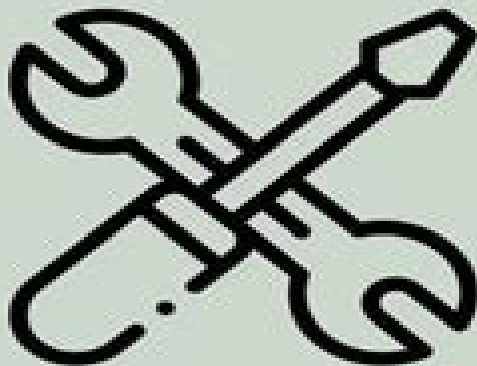


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3. Which steps do you take if a customer has concerns about the cost of repairs?
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