Here are some reminders and helpful tips for when you drop your car off for repairs

1. Please understand that parts are our biggest nemesis in the industry. There are constant back ordered parts and delays in shipping that prevent us from **Promising** you a specific date for your vehicle to be ready. We do everything possible on our side to ensure that we complete your vehicle in a timely manner but we have no control over parts when it comes to the manufacturers availability. Thank you for your understanding in this matter.
2. Please be prepared that it can take up to 30 minutes to get your vehicle checked in. The time it takes depends on the condition of the vehicle and how clean the vehicle is. We do our best to get you in and out as soon as we can. If you are unable to wait we can e-mail you the photos but you will have to respond to the e-mail acknowledging and accepting the photos before work can continue.
3. Please make sure that your vehicle is clean when you drop off so we can check your car in properly. The dirtier the vehicle is the harder it is to see any scratches or damages to the vehicle. If the vehicle is not clean you will have to sign a waiver stating the vehicle was to dirty to be inspected therefore we cannot be held liable for any damages on the vehicle.
4. Please make sure that your vehicle has a minimum of ¼ tank of gas at the time of drop off. If your vehicle repairs require road testing after repairs to ensure everything is complete we need to have gas in the car. If we have to put gas in your vehicle we will have to charge $4.00 a gallon and the price may vary depending on the price of gas at that time. There will be a 15% mark up on the gas to cover gas and labor to fill up the tank.
5. Please be on time for your appointment as we space out our appointments every half hour. If one person is late it will affect the rest of the customers dropping off so please be respectful and understanding of that.
6. If you will be needing a rental car please make sure the insurance company has communicated with the rental department for your reservation. Please make sure that you have all the required items with you before you go to the rental department. There will be a $15.00 charge if we mark your car and then have to wash the markings back off so please make sure that you have everything prepared so we do not have to charge you
7. We take our time with our customers very serious. We schedule our time so that we can spend the same amount of time with each one of our customers. We appreciate your patience and understanding in this matter as we will spend as much time and concern on you and your vehicle.
8. Please understand that we do book out the repairs based on our shop capacity. We do not want to bring you in and your car just sits at the shop without being worked on. We take the safety of our customers cars very seriously and only want vehicle stored inside at night with nothing being left outside if possible.