

February 18, 2021

## Protocols

### **CONTACT:**

Phones – We are not always able to answer calls. Please leave a message and we will return your call as quickly as possible. It will be helpful if you can tell us the best time to return your call and/or whether we can reach you by text or email.

Emails – Preferred

For appts or other service related issues: [service@autowerksnc.com](mailto:service@autowerksnc.com)

For admin/office questions or concerns: [office@autowerksnc.com](mailto:office@autowerksnc.com)

In Person – *By prior arrangement only* except for emergency situations. If you need an in person exchange, call ahead and we will set a time and give you the details of how we can get together outside. Masks are required for any personal meetings. When you arrive on site, please call **910-295-5888 ext 122**, to let us know that you are here.

### **THE REST OF THE STORY:**

Drop Off: We have a new drop box for your use. Very easy to use. Available 24/7. You do not have to write your instructions. We will contact you about the work requested before we begin to look at your vehicle. We will contact you again as soon as we have completed the work or have completed our diagnostic and need further authorization.

Proof of Ownership: We require that you leave the registration with the vehicle. For approval of the work to be done, we use phone recordings and/or an email from the owner.

Payment: Card by phone or other method by prior arrangement. We will soon be introducing a remote electronic payment option.

Pick up: We have a lock box for your key allowing for pick up at your convenience.

Emergencies: During business hours, if you need immediate assistance drive straight here if you are able. Call **910-295-5888 ext 122** upon arrival. After hours, call our main number, 910-295-5888, and you will find instructions on how to contact someone.

Tow-in: You do not need to come here with the vehicle. Please do call us and let us know to be on the lookout.

Routine Services: We use an A/B system. The A service includes an oil change and other service items. The B service is an expanded A service which may include additional parts such as a cabin filter. Fluid services for brakes, coolant and transmission are coordinated with the A or B service. We recommend that your vehicle be serviced once or twice a year depending on how the car is driven. Please call several days in advance to schedule a service and, if you can, plan to drop off your car by 3pm the day before your service is scheduled.

NC Safety Inspections: This can be done during the 90 days prior to your registration's expiration. Since we are not allowing anyone to wait for their vehicle, you will have to drop your car for the State Inspection. We try to coordinate the Inspection with a service in order to make things easier.