

Welcome to Northern Auto Repairs Family!

We are a family owned and operated business serving our community over 50 years now. **We don't just repair cars, we create relationships. We believe in hassle-free transparent service with a smile & reliable transportation at the most effective cost.**

Due to pandemic **the safety policy is in place** – including the plastic covers of your car seats, steering wheel, shift gear, measuring staffs temperature, mandatory masks for the office staff, or for anybody in contact with clients, frequent sanitizing and hand washing, etc. Due to pandemic staff issues we temporarily stopped cleaning vehicles and providing shuttle rides. Our rental car agreement was also terminated due to pandemic economic hardship of the rental company. We hope to continue these great service features as soon as possible. We can still help you offset Uber or rental car cost by our **\$12.50/day contribution**.

You have 2 options to CHECK-IN for our services:

1. If you feel comfortable **COME-IN – waiting area is open for 2 customers limit** at the same time.
2. **CURBSIDE non-contact service** - recommended – Continue to read to learn details about the Curbside check-in:

When you arrive for your appointment with Curbside non-contact service:

- * **Take the white envelope** from the entrance door "EarlyBird/LateOwl" box,
- * **Fill out the yellow form (customer's info page and services needed) and sign (important)** and
- * Please don't forget to note your smart phone number (we communicate through text a lot)
- * **Sign the yellow form** - Important!

Your signature is your permission for us to operate your vehicle and start evaluation. Inspection/test fee applies in most cases.

* **Lock your vehicle**, when you are ready, enclose keys with forms in the provided envelope, and **slide the envelope through the "Keys" slot inside the building**. "Keys" slot is located on the entrance door under the "EarlyBird/LateOwl" box.

With Winter weather approaching you are welcome to remain in the comfort of your vehicle after arriving for your appointment while we finish your check-in. **We will bring the yellow form to you if needed**. Just text us (**TEXT number 248-565-3963**) or call us (**248-548-9666 or 548-6748**) with your name upon your arrival for your appointment.

You will receive a **Status tracking link** from this designated text number to follow the process of your vehicle service. For your convenience **we offer 6 months interest free financing and VIP Car Care membership program**. Our repairs are backed by **24,000 Miles/2years warranty (Unless specified otherwise) and Nation-Wide Warranty** for a peace of mind while traveling. We are looking forward to serve you. **Call us at 248-548-9666 or 248-548-6748 with any questions or respond to this text.**



Thank you for supporting local businesses.

John and Kamile Bures

The owners since 1970