

# WE ARE NOW OPEN FOR BUSINESS IN SALES, SERVICE AND PARTS!

We are looking forward to welcoming you back to our showrooms. **Please know that your wellness and safety is our top priority.**

We are also ensuring our operations follow the main L&I COVID-19 requirements to protect our staff.



**In keeping with the governor's Phase 1 policies for reopening business, we are doing the following:**

#### **IN SALES:**

- We will continue to work with you via phone and online to provide a touch-free experience in every way possible for all aspects of your vehicle purchasing process.
- Our in-store staff will be available to work with you, and will be wearing personal protective equipment (PPE) when interacting with all guests.
- We will be sanitizing all hard surfaces of the vehicle, the exterior and interior high touch areas of the vehicle keys, and any other items to be handed off prior to delivery.
- The same process will be used to sanitize any trade-in vehicle prior to an appraisal which involves touching or getting into the vehicle.
- The vehicle will be delivered in a sanitized room or sanitized service area at the vehicle dealership. High Touch surfaces are sanitized after every transaction. Delivery can also be done outside or at a location of the customer's choosing with appropriate distancing.
- Our dealerships will have you sign any necessary in person paperwork using our guest's own pen. Alternatively, you may sign the forms with a set of gloves and their own or a new untouched or sanitized pen, while maintaining proper distancing at all times. We can provide you with PPE upon request.
- West Hills Autoplex employees will answer any questions about the transaction over the phone or while maintaining at least 6 feet in distancing.
- After the sale, we can call you to explain vehicle features, or schedule a remote phone or web-based session with a representative to answer specific questions.

#### **IN SERVICE:**

- When you come in to our service department, you can be assured that our environments are set up to keep you safe.
- We have created more distancing in our waiting rooms
- We are diligently keeping surfaces wiped down and clean.
- We are wearing personal protective equipment (PPE).
- We are screening our staff daily to ensure that we are healthy and ready to provide a hospitable environment.
- We are treating your vehicle's interior with PermaPlate's BenzaRid automotive virucide, which is an anti-microbial solution formulated to ensure your vehicle is as safe when you leave, as when you brought it in.