



We play an essential role in the community by providing quality collision and auto glass repairs while keeping safety a top priority. As we actively monitor COVID-19, we want to share with you some steps that we are implementing:

CLASSIC CARES POLICY:

- **Staying Informed-** We are closely monitoring updates from the Center for Disease Control and will continue to seek guidance from public health officials and government agencies on an ongoing basis.
- **Contactless Experience-** We have pickup and delivery service available upon request in addition to photo estimating. We will be practicing “social distancing” by politely greeting our guests *without* a handshake and will maintain a 6 ft distance with each other and our guests.
- **Designated “High-Risk” Appointments-** We have reserved 8am to 9:30am appointments for our customers at high risk, which would include all elderly customers or anyone with a compromised immune system.
- **No Waiting for Estimates-** Customers are not required to wait for their estimates to be completed. Our estimators will follow up with a phone call to review with our customers once complete.
- **Digital Paperwork-** All authorization forms and check-in paperwork can be emailed to our customers or accessed on our ClassicCollision.net website.
- **Hand Washing Policy-** Employees must maintain a proactive hand washing policy by washing hands and using hand sanitizer after each customer interaction and frequently throughout the day.
- **Daily Cleaning-** We are performing daily cleaning at all locations, frequently wiping door handles, bathrooms, and our waiting areas.
- **Disinfecting Customer Vehicles-** We are implementing an advanced disinfectant process of all customer vehicles before delivery. We will disinfect steering wheels, shifters, seat adjusters and seats before returning customer’s their cars with approved COVID-19 sanitizer.
- **If you are Sick, Stay Home-** We are enforcing the rule with all employees and customers, if you are sick or have a family member who is sick, please stay home and seek medical advice from your health care provider. Our safety screening will be enforced as needed.