

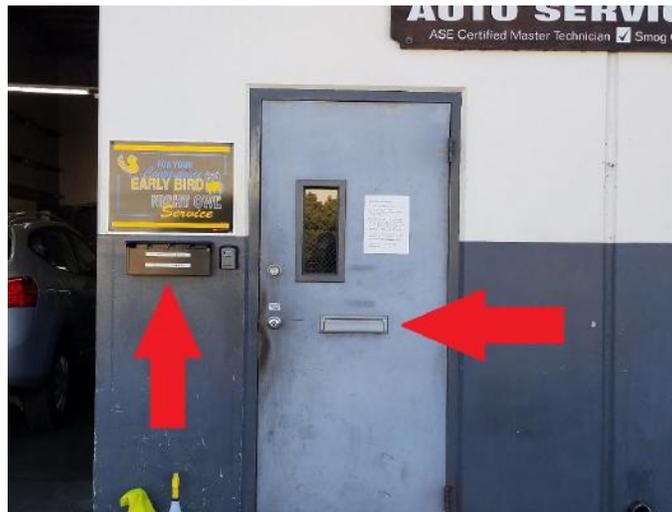


No-Contact Drop-Off/Pick-up Procedure

Due to the recent increase of COVID-19 cases, we have, once again, shut our lobby to customers. We sincerely apologize for any inconvenience, but we need to do what we can to keep our customers and our staff safe. To do so, we have implemented the following procedures:

Dropping Off Your Vehicle

When dropping off your vehicle, even during business hours, we ask that you fill out one of the “Early Bird / Night Owl” envelopes, located just to the left of our office door (pens provided will be sanitized). Place your key inside, seal the envelope and drop it through the mail slot in the door. As soon as we have your vehicle sanitized and written up, we will give you a call to confirm the work being performed, as well as cost, before proceeding.



Sanitizing Your Vehicle

Upon drop-off, we will wipe down the commonly touched areas surrounding the drivers' seat. This includes the steering wheel, gear shifter, climate controls, any levers coming from the steering column, headlight controls, door handle and window controls. This process will be repeated prior to pick-up.

Picking Up Your Vehicle

When we have completed all approved work on your vehicle, we will give you a call to let you know and we will send you a link, via either text or email (whichever works best for you) to make a secure payment through our credit card processor. Once payment has been received, we can print your paperwork and leave it in your vehicle or email it (whichever works best for you) and will sanitize your vehicle, prior to pick up. If you need to pick your vehicle up outside of our regular hours, let us know and we can get that arranged.

If you opt to receive the payment link through email, the email will come from “360 Text2Pay”. If you opt to receive the link through text, it will come from (858) 207-4865. The payment screen is the same (image below), whether you access it through your phone and computer. The dollar amount will already be filled out for you, so all you’ll need to enter is credit card and billing information.

Online Payment Processing

LOS GATOS AUTO SERVICE

1460 WHITE OAKS RD SUITE F

CAMPBELL, CA. 95008

(408) -37-1751

CC Number	<input type="text" value="0000 0000 0000 0000"/>
CC Exp	<input type="text" value="00 / 00"/>
CVV	<input type="text" value="***"/>
Amount	<input type="text" value="0.00"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Street	<input type="text"/>
Zip	<input type="text"/>

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