

**COVID-19  
OCT2020**

## **WEST END GARAGE 5 EASY STEPS FOR YOU (OUR CUSTOMER)**

**\*\*PLEASE DO NOT VISIT THE SHOWROOM WITHOUT AN APPOINTMENT\*\***

### **STEP 1 - ENQUIRY**

- PHONE CALL/EMAIL – 01483 797747 / [INFO@WESTENDGARAGE.CO.UK](mailto:INFO@WESTENDGARAGE.CO.UK)
- THROUGH THE KIA WEBSITE/OUR WEBSITE [WWW.WESTENDGARAGE.CO.UK](http://WWW.WESTENDGARAGE.CO.UK)

### **STEP 2 – HELPFUL INFORMATION**

- ADDITIONAL MEDIA/FURTHER INFORMATION AVAILABLE ON INDIVIDUAL CARS UPON REQUEST
- PART EXCHANGE? – DIGITAL WALK AROUND AND SUPPORTING IMAGES OF THE SERVICE HISTORY AND SPARE KEYS WILL BE REQUIRED (WHATSAPP/EMAIL)
- FUNDING OPTIONS/FINANCE
- QUOTATION/PROPOSAL
- AGREE IN PRINCIPLE

### **STEP 3 – APPOINTMENT**

- MONDAY – SATURDAY 9AM-5PM SUNDAY 10AM-3PM
- VIEWING OUTSIDE AT DEALERSHIP/HOME VISIT
- ALL CARS SANITISED PRIOR TO APPOINTMENT
- PPE AVAILABLE FOR BOTH CUSTOMER/SALES EXECUTIVE
- 1 PERSON APPOINTMENT PREFERABLE. 2 PERSONS MAX (NO PETS)
- VIEWING OF VEHICLE & PART EXCHANGE (IF APPLICABLE)

### **STEP 4 – SALE AGREED**

- TEST DRIVE OFFERED
- BOTH REQUIRED TO WEAR GLOVES AND MASK
- SALES EXECUTIVE IN THE REAR OF THE CAR ON THE OPPOSITE SIDE
- PART EXCHANGE TO BE DRIVEN PPE BEING USED AT ALL TIMES

### **STEP 5 – HANDOVER**

- ALL FUNDS IN PLACE AND CLEARED PRIOR TO HANDOVER
- INSURANCE IN PLACE
- DEALERSHIP APPOINTMENT OR HOME DELIVERY MONDAY – SATURDAY
- PAPERWORK & KEY EXCHANGE CONTACTLESSLY
- CAR RE-SANITISED PRIOR TO HANDOVER
- ENJOY YOUR NEW CAR 😊