

Service Locations

As a specialist in mobility, Master Mobile Repair has substantial flexibility in the types of service locations we can use. Still, some service locations may not be adequate to complete your service. Please use the following information to determine what aspects of your service location may be limiting. If you're aware of difficulties, please bring them to the attention of your Service Advisor during scheduling so that solutions can be implemented.

Minimum service location requirements:

- If your vehicle will need to be lifted, a reasonably flat, firm surface will be required. Asphalt and concrete are always okay; other surfaces should be discussed with your Service Advisor. (Our service vehicles do carry some equipment to cope with some sloping, uneven, and soft foundations.)
- The vehicle **must be away from traffic**. At most, traffic typical of a neighborhood side street is acceptable. Breakdowns on the shoulder of a highway, in the middle of intersections, etc., cannot be serviced and you should take immediate action to ensure your safety.
- Pets and children must be kept away from the work space, including those that may visit from neighboring homes or businesses.

Preferred service location features:

- Access to an electrical outlet within 50 feet of the vehicle being serviced. We will bring our own heavy-duty cables and cannot use customer-provided cables. (Our service vehicles do carry light generators.)
- Access to a water source within 50 feet. We prefer an outdoor water spigot but even a kitchen sink will usually work fine. (Trips can be made to get water if necessary.)
- A parking space for our service truck adjacent to your vehicle.
- All utilities will ideally be adjacent to the vehicle being serviced and the service vehicle. Cables and hoses cannot cross a street.

A \$100.00 or greater fee will be charged in the event a technician arrives and:

- Your service location does not meet the minimum requirements listed above.
- Your service is taking place in an interior space and the occupant needs to leave before the service is finished. We will not occupy an interior space, such as a garage, without you present. (Some exceptions do apply to this rule.)
- Your service is taking place in a location that you don't have permission to be or permission is revoked during your service. (We always ask property owners for permission to work on their property.)

Please note:

- We do not have a location you can bring your vehicle for service.
- You are responsible for any fines that may be assessed due to servicing a vehicle in a disallowed location.
- Services taking place in disallowed locations are performed at your own risk. While exceedingly rare, authorities can impose work stoppages, in which case your vehicle may need to be left disassembled and could be towed, impounded, and/or seized at your expense.
- While we make reasonable efforts to protect service locations, **mobile automotive repair and service can cause damage to structures and settings where the work takes place. Spillage of automotive fluids is common and**

sometimes severe. We do not take responsibility for damage to work settings due to chips, scratches, dents, or spillage. We will make reasonable attempts to clean up spills but residues including automotive fluids, soaps and detergents, and water usually remain on surfaces and can present serious risks for slips and falls, particularly when weather conditions lead to ice formation. We do not take responsibility for any injuries, deaths, and/or property damage that result from slippage or falls.

- Restrictions applied to service locations can impact your warranty. See your warranty documentation for additional details.

Thank you for choosing Master Mobile Repair!