

Scheduling and Appointments

To ensure the best possible customer experience, Master Mobile Repair has the following requirements for scheduling and appointments.

The following requirements apply to all customer appointments:

- You must be present with your vehicle throughout your service.
- Weather must be reasonably appropriate for outdoor work (temperatures must be greater than 20°F, wind below 10mph, no heavy rain or snow).

A \$100.00 or greater fee will be charged in the event:

- You need to reschedule or cancel your appointment within 24 hours of your appointment.
- You are more than ten minutes late to your appointment.
- You're not present with your vehicle at the time of your appointment.
- You need to leave before your service is complete.
- If, after your vehicle has been inspected, you elect not to have any services performed by us (unless your appointment was for a diagnostic or inspection only, in which case the fees for those services will still be due at the end of your appointment).

Please note:

- Due to the heavy nature of our service vehicles, all appointments are window appointments. Morning appointments tend to be very close to on-time while afternoon appointments, because they depend on the completion time of the prior appointment, can vary widely in terms of actual arrival time of the technician. Your technician will communicate with you about any updates to your expected appointment time.
- While we're not a seasonal company, weather does require we stop scheduling appointments in some cases. This is usually only the case for less than four weeks out of the year.
- Some customers who live in apartments, condos, or townhouses as well as customers who need service at businesses may be required to use restricted scheduling (for instance, weekends only).
- While same-day appointments are available, those appointments have higher fees for missed appointments, late arrival, not being present with the vehicle, etc. We may run an authorization on your credit card before coming out for same-day appointments to secure those times for you.
- Restrictions applied to scheduling and appointments can impact your warranty. See your warranty documentation for additional details.

Thank you for choosing Master Mobile Repair!