

SALES VEHICLE COLLECTION

- We will endeavour to deal with as much documentation digitally prior to you coming in to collect your new vehicle
- In order to maintain social distancing are only allow one person to come and collect their new vehicle (if this is not possible for a specific reason then this must be pre-arranged and agreed prior to collection)
- If there is any documentation that cannot be carried out digitally then we will sanitise the appropriate stationery required in front of you both before and after you use it to give you peace of mind, if possible we recommend you bring your own black ink pen from home
- Prior to your visit your new vehicle will be fully valeted and disinfected ready for you to drive away
- Part exchanging a vehicle? Please leave all books & documentation in your old car & do not bring it in with you.
- For the time being it is not possible for us to sit inside the vehicle with you and give you a full demonstration of the controls and features, however we will provide you with links to some handy "how to" videos when you collect your vehicle to help answer any questions you may have about the features of your new vehicle
- Your new keys will be passed to you in a sealed bag fully disinfected ready for you to drive away in your new car

WRIGHTS MAZDA

101 Cromer Road
Norwich
Norfolk
NR6 6XW

Phone: 01603 427011

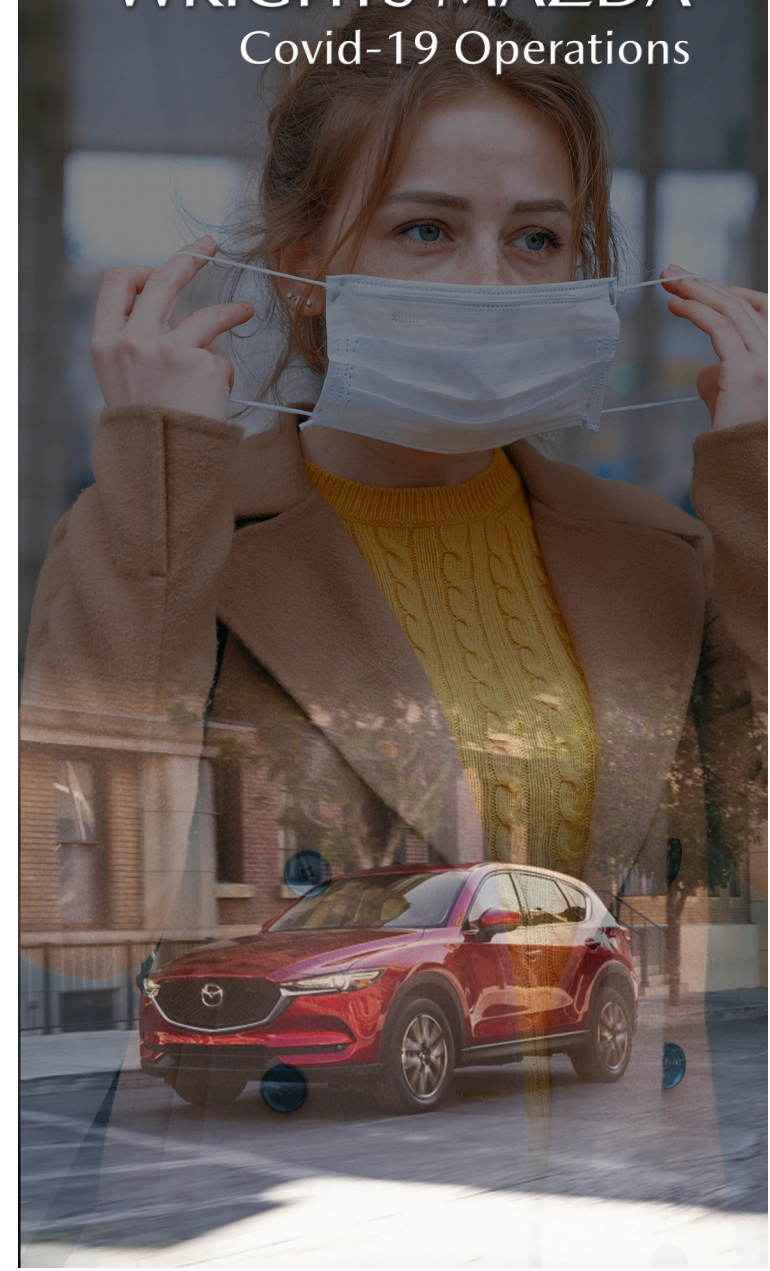
E-mail: sales@wrights-motors.co.uk

Wrights (Motors) Limited, trading as Wrights Mazda is a credit broker not a lender for this financial promotion. We can introduce you to a limited number of carefully selected finance providers and may receive a commission from them for the introduction.



WRIGHTS MAZDA

Covid-19 Operations



SERVICING PROCEDURES

- We will disinfect the key touch points of your vehicle before the technician begins working
- The technician will use a protection pack comprising of seat, steering wheel, gear lever and floor mat covers
- The technician will wear protective gloves whilst working on your vehicle
- Your vehicle will have all key touch points disinfected again once all work has been completed

PARTS PROCEDURES

- All parts orders until further notice must be placed via phone on **01603 427011** or **email us at parts@wrights-motors.co.uk**, we will not allow any physical visits to the showroom to order parts
- All parts must be paid for by credit/debit card or bank transfer at the time you place the order
- If you are collecting your parts please inform the front desk as you enter the showroom with your name/business name and which part you've ordered and then return to your vehicle, your parts will be bought out to you by a member of staff
- We can ship parts for next day delivery for a small fee to avoid unnecessary contact and save you having to travel to the dealership
- We are also able to offer local delivery for

SAFETY PROCEDURES

The safety and well being of our employees and customers must remain our number one priority during these challenging times.

We've put together a comprehensive plan and a set of guidelines to enable us to operate safely and minimise the risk of COVID 19 transmission.

When visiting one of our dealerships, please follow the following guidelines

PLEASE DO:

- Sanitise your hands when entering the showroom at the sanitising unit provided
- Pay attention to signage and follow the direction given by staff, we are operating a queuing and one way system with separate entrance and exits in our dealerships
- We are operating on an **appointment only** basis for all of our departments, we are not allowing showroom browsing at this time, so we ask you to please keep to the appointment time given the best of your ability. This will help us manage the number of people within our dealership at any one time
- Where possible, complete as much paperwork as possible digitally before your visit (our staff will advise you about how to do this when you book your appointment)

- Come to the dealership on your own wherever possible
- Maintain a 2 metre distance from all staff and other customers
- Stay behind the splash shields when being served by a staff member
- Please remove all other keys from your key-ring so we are only given the key for your vehicle, not your bunch of keys
- Bear in mind our refreshment facilities are unavailable at this time and our waiting areas are closed
- Please avoid waiting around for your vehicle wherever possible
- Pay by credit/debit card or bank transfer
- Please also bear in mind our customer toilets are currently closed

PLEASE DON'T:

- Come into the dealership if you feel unwell or you or anyone in your household have any potential symptoms of COVID 19. Please call to cancel and re-arrange your appointment
- Shake hands with any members of staff
- Bring anyone else into the dealership with you if at all possible
- Pay by cash or cheque – we can't accept these methods of payment at the moment