



We at **Spectrum Ina Road Auto Collision**, would like to inform our valued customers that we are committed to taking internal actions to make our employees and clients safe during this challenging time. It is our top priority to give you piece of mind that we care and will continue to follow the guidance of the CDC and local public health officials as we adjust our business practices in order to address current challenges.

First, we want you to know that we are taking the Coronavirus (COVID-19) pandemic seriously. Our office is taking extra preventative measures to protect our customers, staff and everyone who enters our centers to keep them safe and healthy.

Additionally, below are a few of the steps that we are taking to ensure the health and safety of our dedicated staff and customers:

- Centers are cleaned and disinfected twice daily.
- Our staff will respect your space and will warmly greet you without a handshake. We will allow for adequate space between our teammates and customers (6 feet) during in-person interactions.
- We encourage our customers to arrange appointments by calling ahead at **(520-744-4454)** or e-mail our office for a prompt appointment at: www.inaroadautocollision.com
- **Spectrum Ina Road Auto Collision will temporarily offer special operating hours for customers 65+, individuals with underlying health concerns and vulnerable guests (i.e., pregnancy)**
- We ask that all customers remove all personal items from vehicles at drop-off. A **complimentary** Spectrum Ina Road Auto Collision tote bag can be requested from our staff to safely secure your items during the repair process.
- We will provide digital paperwork if you prefer and will provide you online access to estimates and status as to your vehicle's repair progress.
- Customer vehicles are disinfected after all repairs are completed. Each vehicle will be given a standard complimentary detail to ensure high hygienic standards.
- Our staff are dedicated to hand washing between personal interactions and as many times as possible throughout the day. We encourage our staff to practice good handwashing practice that are set forth by the CDC guidelines.

Thank you for your business and support. – *Javier T. Avalos, Owner and Operator*