

A message to our customers about COVID-19

March 23, 2020

To our Bay Shore Undercar Service Customer,

First and foremost, I hope this message finds you and your loved ones healthy and safe.

In response to the rapidly evolving COVID-19 situation, I am reaching out to update you on new policies at Bay Shore Undercar Service, designed to reinforce current social-distancing recommendations, and to keep our customers and employees safe.

Scheduling and Drop-off

Effective immediately, and for as long as it is required, we will no longer allow customers to wait on-site for their vehicles to be repaired. Instead, we are implementing a key-drop policy. For all customers who need their vehicle serviced, we ask that you drop off your car in the Bay Shore Undercar Service parking lot and leave your key via the key-drop front entrance door. Our business hours will remain the same 8:30am – 5:30pm.

Vehicle Cleaning

Prior to inspecting and repairing vehicles, all cars will be disinfected by our team. Upon completion of a service, they will be disinfected again before being returned to our customers.

Customer Communications

If you need to speak to a Bay Shore Undercar Service team member, we will be available via email (bayshoreundcar@msn.com), phone (231-347-6212) and text message (231-844-4240). We will be available to take payment over the phone prior to pick-up.

Current Schedule

Bay Shore Undercar Service staff has been instructed to stay home if they are not feeling well, and to stay home if others in their households are not feeling well. All customers will be updated as soon as possible on any anticipated changes to our schedule due to employee absences.

Our team will maintain the new protocol outlined above for as long as the current situation demands it. We will continue to keep you updated to any changes to our shop policies as the COVID-19 environment continues to evolve.

My staff and I greatly appreciate our amazing customers and feel extremely lucky to include you among the Bay Shore Undercar Service family. We look forward to things returning to normal soon. In the interim, we will do our very best to serve you.

Thank you,

Shawn and Bay Shore Undercar Service Team