

## **EMERGENCY INFORMATION FOR REPAIR SERVICES**

**An emergency is a situation which poses an immediate risk to health, life, property or environment .**

**IF YOUR “REPAIR EMERGENCY” MEETS THIS DEFINITION, PLEASE READ THE FOLLOWING:**

- **THE REPAIR DEPARTMENT IS CLOSED ON FRIDAYS, UNLESS THE EMERGENCY FITS THE ABOVE CRITERIA AND A REPAIR TECHNICIAN IS AVAILABLE.**
- **NOTIFY MIKE, MUSTAFA, OR BRUCE BEFORE 5PM FOR A REPAIR EMERGENCY (VIA PHONE OR COMING TO THE WAREHOUSE)**
- **THE CLIENT WILL NEED TO COMPLETE AN INTAKE FORM IF THEY ARE A NEW CLIENT TO THE REPAIR DEPARTMENT (LOCATED AT THE SERVICE WINDOW IN THE WAREHOUSE)**
- **CLIENT MUST HAVE THEIR INSURANCE CARD PRESENT IN ORDER FOR US TO BILL THEIR INSURANCE(S)**
- **IF NO INSURANCE CARD IS PRESENT, THAN THE JOB MUST BE SECURED BY CASH, CHECK, CREDIT/DEBIT, MONEY ORDER, PARTICIPANT LOAN PROGRAM (NO IOU’s)**
- **PARTICIPANT LOANS WILL NEED TO BE COMPLETED BY YOUR CDS SPECIALIST BEFORE THE REPAIR IS DONE. FUNDING IS LIMITED.**
- **IF CLIENT HAS PAYMENT, BUT WILL LIKE US TO HOLD THE PAYMENT FOR PROCESSING SO THAT THEY CAN FIND THEIR INSURANCE CARD, WE CAN DO SO FOR UP TO 10 BUSINESS DAYS. ON THE 11<sup>TH</sup> BUSINESS DAY, THE PAYMENT WILL BE PROCESSED AND THEIR INSURANCE WILL NOT BE BILLED.**
- **IF THE JOB IS MORE THAN \$100.00, AND THE CLIENT IS AN “INSURANCE CLIENT,” THE CLIENT WILL NEED TO SCHEDULE AN APPOINTMENT TO HAVE THEIR DEVICE EVAL’D AND REPAIRED. WE CANNOT PROVIDE PARTS OR SERVICES TO “INSURANCE CLIENTS” IF THE JOB TOTAL EXCEEDS \$100.00.**
- **IF YOU ARE AN “INSURANCE CLIENT” AND WILL LIKE TO PAY FOR THE REPAIR THAT IS GREATER THAN \$100.00, WE CAN HOLD YOUR PAYMENT UNTIL INSURANCE PAYS.**
- **IF THE JOB IS MORE THAN \$100.00 AND THE CLIENT IS SELF PAY, WE WILL PROVIDE SERVICES, IF THE PARTS ARE AVAILABLE.**
- **APPOINTMENTS ARE TO BE SCHEDULED THROUGH CIARRA OR MIKE BEFORE 5PM, MONDAY – FRIDAY. SHOP APPOINTMENTS WILL BE SCHEDULED MONDAY – THURSDAY ONLY.**