

Dear Customers,

Due to recent events surrounding the current COVID-19 pandemic, we would like to reassure you that we are still operating business as usual. We have a good stock of Mercedes-Benz parts to enable servicing and maintenance to be carried out. Through negotiations even though Main Agents are closed we have secured exclusive access to parts to help support our customers and key workers.

As this crisis is developing daily, we are closely monitoring current government guidelines and advice given from the World Health Organisation. Should the situation escalate we shall immediately review our current plans. We have taken the situation very seriously here at Stuttgart Garage and have put measurements in place to enable social distancing to be enforced whilst continuing with our business activities. Our main concern is the health and wellbeing of both our staff and customers, and we want to assure you that we are doing everything possible to protect our staff members and still provide customers with the necessary service that is required.

The following precautions have been implemented:

- Non Essential contact – Service Reception areas have been set up respecting social distancing with a key drop off area at to minimise contact to customers and staff
- Hand sanitiser stations are available in each of our workshop bays and reception
- Best practice regarding social distancing has been put in place between our staff
- Vehicle collection from your address recommended with safe distance handover recommended
- Single use nitrile gloves used by all staff handling your vehicle from collection to return
- Steering wheel, transmission selector, door handles disinfected prior to return
- Deep cleaning office areas that naturally attract more physical contact
- Key workers if you have a vehicle breakdown or urgent problem please let our staff know so we can prioritise your repair work.

These are unprecedented times that are amongst us, but rest assured that we are doing everything possible to keep the business running as usual and continuing to provide customers with the level of service that they require.

We would like to take this opportunity to thank you for your continued support during these difficult times and wish you and your family and friends continued good health. If you have any questions, please contact us by email on enquiries@stuttgartgarage.co.uk or Telephone on 01443 401838

Kind regards,

Kevin James