

### **Next Step Car Care Visit**

The Green Drop Next Step Car Care Visit is available to all customers and covers all basic maintenance for personal vehicles. All basic maintenance services are performed at Green Drop Garage discretion (i.e we listen to what your car needs and do not recommend unnecessary maintenance).

These services include:

- Oil Change
- Wiper Replacement
- Tire Rotation
- Engine Air Filter Replacement
- Replace Burned Bulbs/Fuses
- Top Up Fluids
- Safety Inspection

Diagnostics are not included in standard Next Step Car Care Visits. Diagnostics are a separate service.

All service is performed at manufacturer specified intervals with parts and supplies that meet manufacturer specifications. Services and consumables replacement is based on wear & tear or manufacturer recommended intervals, whichever comes first.

Payment for a Next Step Car Care visit is due upon vehicle pickup unless the service is fully discounted under a current Next Step Car Care Membership.

### **Next Step Car Care Membership**

The Green Drop Next Step Car Care Membership is an annual membership option, billed monthly. It includes access to fully discounted Next Step Car Care visits.

Active and paid accounts receive services based on wear & tear or manufacturer specified intervals without incurring any costs beyond monthly membership dues. All basic maintenance services are performed at Green Drop Garage discretion.

These services include:

- Oil Change
- Wiper Replacement
- Tire Rotation
- Engine Air Filter Replacement
- Trouble Codes Scan
- Replace Burned Bulbs/Fuses
- Top Up Fluids
- Safety Inspection

Plus, members receive additional perks:

- ❑ Preliminary Diagnostics covered (up to 15 minutes)
- ❑ 50% off current retail price for pre-purchase vehicle inspections (New as of 2020!)
- ❑ \$10 discount (per tire) on mount & balance services
- ❑ \$2 discount on monthly roadside fee for our Roadside Membership

### **Next Step Car Care Membership Details**

*We want you to use the membership! Please don't abuse the membership!*

### **Terms & Conditions of Use:**

- Commitment is for 1 year
  - Annual membership fee is automatically billed on a monthly basis.
  - Your membership will auto-renew on the anniversary of sign-up.
  - Cancellation requests must be received before services are discounted, and within 30 days of the auto-renewal, to be eligible for a one-month refund.
  - Cancellation requests received after 30 days are considered early cancellations and are not eligible for a refund of dues.
- Want to cancel early?
  - We simply ask that you pay the difference between the membership discounts received and the amount paid in membership dues.
  - Examples:
    - If \$75 in dues has been collected over 5 months, and \$100 in services has been discounted under the membership, the cost to cancel early is \$25.
    - If \$90 in dues has been collected over 6 months, and \$80 in services has been discounted, there is no cost to cancel early.
- Service plan is per vehicle.
  - Transfers between vehicles allowed with proof of sale (as of 1/1/2020).
  - We reserve the right to limit transfers to one transfer per annual period.
  - Unfortunately, if a vehicle is totalled or sold, we cannot change the original terms agreed upon at time of program registration. Please contact us for options.
- Preliminary diagnostics are covered.
  - Advanced Diagnostics require additional payment (anything above 15 minutes).
- Most light bulbs are covered (limit \$30 value).
  - Specialty bulbs and extra labor require additional payment.
- Any abuse of plan, as determined by Green Drop Garage, will result in cancellation of plan.
  - Commercial use of a personal vehicle (ridesharing, meal delivery etc.) requires a commercial membership and continued use of a non-commercial membership would be considered abuse.

- Non-payment would be considered abuse of plan - accounts older than 45 days may be closed, and if a balance is due, may be eligible for collections.
- Transferring to vehicles not owned by your household is considered abuse of plan.
- Our membership program isn't designed for vehicles without an OBD2 port.
  - In general, this applies to all vehicles older than 1996.

### **Thanks for reading this far!**

We value our members, our staff, and our community. We strive to be practical in administering our membership program and always welcome communication. We take pride in reviewing each request for an exception on an individual basis and value continued communication during this process.

Please know, that while we appreciate your feedback, we are rarely able to make exceptions to our current terms and conditions. Member feedback will be considered for future updates and continuously helps guide improvements to this innovative program!

### **Want to chat?**

Contact us at: [membership@greendropgarage.com](mailto:membership@greendropgarage.com)

Check out our member portal at: <https://portal.greendropgarage.com>

Sign up for our membership at: <https://greendropgarage.com/membership>