

## **Frequently Asked Questions and Answers About The Free Brake For Food Drive:**

### **Q. Why are you doing a free brakes promotion?**

**A.** We are working hard to replenish our local Food Shelves; it is one of our ways of giving back to the community.

### **Q. What is included in the Free Brake Promotion?**

**A.** Here's what's included:

- ... FREE Complete Brake system inspection and report – up to \$49.98 value
- ... FREE Economy brake pads or shoes – up to \$48.96 value (the price we pay for them).
- ... FREE Labor to replace the pads or shoes – up to \$79.63

### **Q. What is not included?**

**A.** Everything else that might be needed is not included, for example: Replace rotors and drums, replace brake hoses, service parking brakes, service or replace calipers, flush brake hydraulic system, repack bearings and so on.

### **Q. The flyer has an asterisk notation saying “*most cars*”, why is that?**

**A.** Most cars and light trucks qualify, however some vehicles require higher priced parts (then the allocated \$48.96) and some vehicles require additional labor to replace the brake components (then the allocated \$79.63); if your vehicle falls into this category we will inform you after the inspection and you may apply the appropriate credit towards the higher price.

### **Q. If my vehicle requires additional Brake Work (other then just pads or shoes) and I don't want to repair or service any of the additional work, can I still get the free brakes installed?**

**A.** Because brakes play a major safety role in the operation of your automobile, we will not perform any work on the brake system unless we are able to bring it to “100%” safe condition. However, a complete brake inspection value is \$49.98 and it will be FREE of charge.

### **Q. Can you just give me the brake pads/shoes?**

**A.** Unfortunately we can't do that. We have to provide our supplier a copy of every work order as a proof of the work we did in order to get the brake pads or shoes at a discounted price.

### **Q. How low (or thin) do the brakes have to be in order to get them replaced?**

**A.** Brake pads or shoes thinner than 4MM Qualify for replacement.

### **Q. If I choose not to repair my brakes will I have to leave the full grocery bag with you?**

**A.** Yes, we do expect you to leave the groceries with us because after all, this this is a food drive to replenish the empty food shelves, and you still get a FREE brake inspection and report valued at \$49.98.

### **Q. Will I be able to wait while you inspect and maintain my car?**

**A.** In order for us to accommodate the heavy load of extra work, the only way we can accomplish this great service is by having your car left here for the whole day or at least 5 hours. However, we will do our best to schedule according to your needs.