



A Note From The Service Department Regarding Loaner Vehicles

Effective August 1, 2008:

To combat ever increasing vehicle costs and to provide the highest level of service to our customers, Clarkdale Motors' management has decided to change our Loaner Vehicle Policy.

Highlights of the new policy are as follows:

All Loaner Vehicles will be subject to a **\$14.95 per day** and are to be returned within 24 hours of notification of the repairs being completed or a **\$40 per day** charge will apply to the Loaner Vehicle.

Customers are still responsible for the cost of fuel while in possession of the Loaner Vehicle. Due to the high price of gas, if not returned with the same amount of fuel, the following surcharges will apply (prices calculated on 55L tank @ \$1.50/L):

Returned with 1/8 tank used	\$20
Returned with 1/4 tank used	\$30
Returned with 1/3 tank used	\$40
Returned with 3/4 tank used	\$60
Returned on empty	\$80

Charges will be waived if the vehicle is under warranty and repairs require the vehicle to stay longer than 24 hours. Management has the right to waive any or all charges as they see fit.

A complimentary shuttle service, now running through most parts of the Lower Mainland including Burnaby and Richmond, as well as taxi vouchers and bus tickets are also available for your convenience.

If you prefer to wait while we service your vehicle, we offer complimentary newspapers, coffee and tea, wireless internet and cable TV in our waiting area.

Please note: a credit card imprint or a refundable \$200 cash deposit is required to release any Loaner Vehicles.