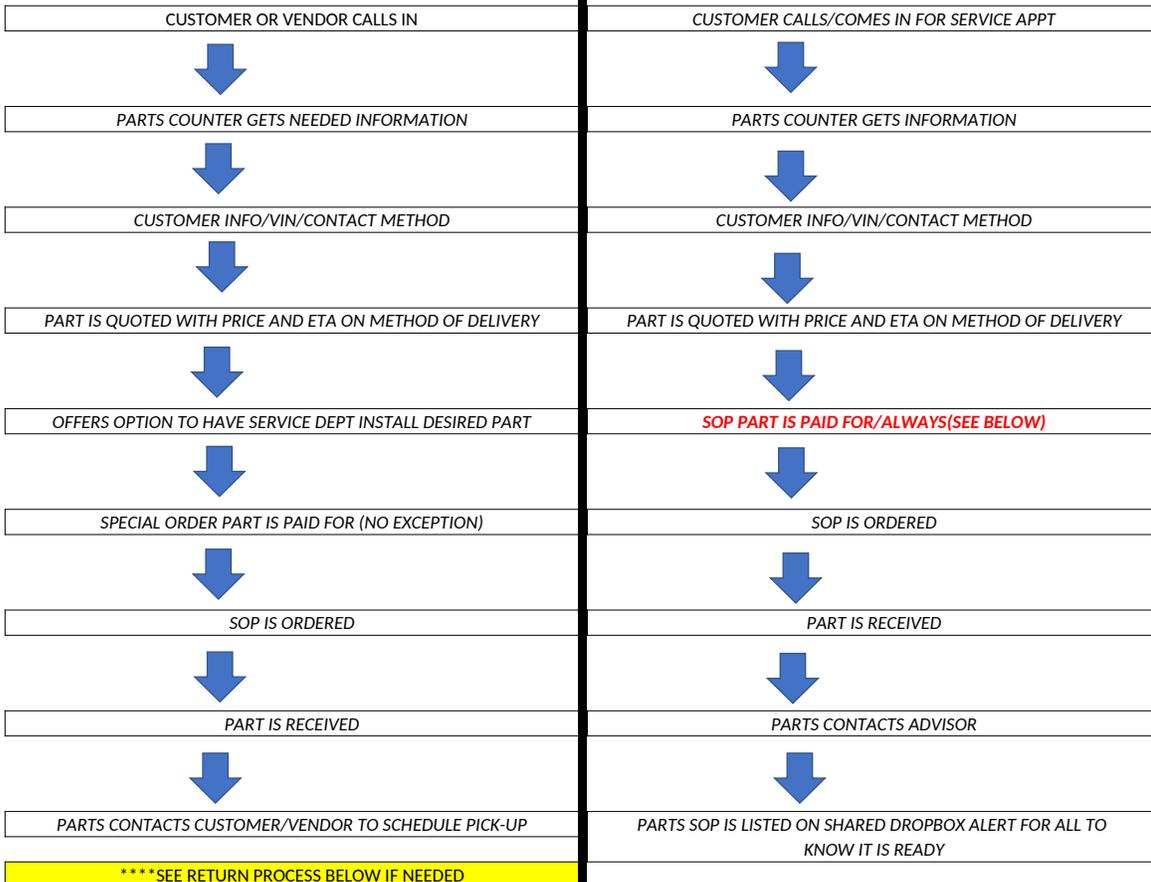


**SPECIAL ORDER PARTS PROCESS (CUSTOMER/VENDOR)**

**SPECIAL ORDER PARTS PROCESS (ADVISOR)**



**ADDT INSTRUCTION TO FOLLOW BELOW**

\* If customer has a service appointment and service advisor oks it, no deposit needed, however part will be charged to Service Dept; otherwise full amount must be prepaid before

\* We will have follow up system in place to get a hold of customer and deliver part, any part that does not get picked up after 30 d must be returned and ask for refund. If it does not qualify for return, go ahead and add it to stock inventory and remove from SOP shelf.

\* Service Department will be charged all SOP parts that are not picked up, however parts manager must start return procedures fo

artment,

ays, if can be returned to OEM,

or these parts after 14 days.