



7735 MARTINSBURG PIKE
SHEPHERDSTOWN, WV 25443
304-876-6835
www.brownstire.net

Dear Loyal Customer,

We first and foremost want to just say “Hello” and ask how you and your family are doing?

Is there anything we can do to help you at this time? If we can be of service to you and your family, we will gladly assist you in whatever way that we can. Run an errand for you, deliver items to you, or take care of connecting you with a needed resource. Ronnie, Maria, and the staff at Brown’s Tire want to be more than an automotive service provider during this unfortunate pandemic of the COVID-19 Coronavirus. We are continuing our successful February food drive to help provide essential non-perishable goods to our community. If you would like to donate, you can drop off items on our front porch during our regular business hours. If you are in need of non-perishable goods, you are welcome to stop by and pick up some items.

About our store hours:

WE ARE OPEN FOR BUSINESS!

MONDAY- FRIDAY 8AM - 6PM (Drop off appointments only at this time)

SATURDAY 8AM - 12PM (U-Haul Rentals only - Please call first for instructions)

SERVICES AVAILABLE:

- **PHONE 304-876-6835 AND ON-LINE APPOINTMENT SCHEDULING**
<http://www.brownstire.net/Appointment/>
- **DAY AND NIGHT KEY DROP BOX**

- **FREE LOCAL SHUTTLE**
- **FREE LOCAL VEHICLE PICK UP AND DELIVERY**
- **DIGITAL REPORTS OF VEHICLE SERVICES RECOMMENDED BY EMAIL**
- **PHONE CONSULTATIONS TO REVIEW RECOMMENDED SERVICES**
- **PAYMENTS BY PHONE**
- **PARKING LOT PICK UP**
- **LIMITED IN-STORE INTERACTIONS**

We want to assure you that we are continuing to take every precaution to keep our customers and our employees safe and healthy. The great news is the staff at Brown's Tire have always had these procedures in place:

- Daily cleaning and sanitizing
- Protective seat covers
- Protective steering wheel covers
- Floor mats
- All technicians wear protective gloves

Added protective measures include:

- Sanitizing every vehicle before and after service by disinfecting:
 - Inner and outer door handles, Steering wheels, Seats, Gear shifter, Window buttons, Car keys, and any area touched by our technicians during the course of maintenance and repairs
- Disinfecting all touchable surfaces in our building, including door handles, counter tops, key drop boxes, phones, credit card equipment, pens, keys, computers, etc. several times a day.
- Providing hand wipes/sanitation for all customers, patrons, and vendors

- We are offering a discounted Ventilation Sanitation Special to disinfect and deodorize your vehicle's A/C and ventilation system. Please ask our service advisors for details.

We appreciate your time and we thank you for reading our update. We are glad to assist you and your family, not only for your vehicle maintenance and repairs, but in any way that we can be of service to you.

God's blessings of health and safety,

Ronnie and Maria Brown