

## Preparing for Your Service

### Parking/Arrival

When you arrive at Lazydays, please park along Riverdale Drive in front of the service center and proceed into the service office to begin the Check-In process for your appointment with your service advisor.

### Preparation

If you are dropping off your RV, please be sure that all items are removed from your refrigerator and freezer. *Motorhomes*: please make sure that your tow/hitch equipment is secured in one of your coach compartments. Security of all equipment and personal property is the owners' responsibility.

If you have a service contract policy, your service advisor will need a copy of the policy in order to process the repairs through the contract. If your RV is under manufacturer warranty and you purchased it from another dealer, your service advisor will need a copy of the bill of sale for warranty processing.

### Process

Your set appointment time is to meet with your advisor and review your scheduled service needs. Your RV will be moved into a service bay, as soon as possible, for the designated repair diagnostics to begin. If you have body shop needs, your advisor will work with the body shop to coordinate the diagnostics and repairs to be as timely as possible.

Please keep in mind that we will do everything in our power to service your RV as quickly as possible. However, some things require additional time, such as, manufacturer warranty and service contract pre-authorizations, insurance approvals, repair parts that require special ordering, and diagnostic time and repairs that require several days to complete. We assure you that we will do our best to minimize delays as we work through the repair process.

If you are dropping your RV off for pick up at a later date, it will be checked in by your service advisor on the appointment date and a technician will begin the diagnostics as soon as possible. Whether you are waiting on-site or at home, your service advisor will keep you updated as we work through the repair process. Our goal is to facilitate your repairs as efficiently as possible. Should you have any questions regarding your service appointment, please call 888.821.4796