

Ever so often it seems that a customer will bring to your attention that this or that was obviously damaged by you or yours. And sometimes it is that obvious. And you repair or replace this or that and apologize. Simple right? Rarely! This is a huge can o' worms so lets put our boots on and jump right in. So let's start with the guy with a very tired old late 80's Dodge. Come on people, you can hardly slam the door without breaking something so we will prewarn the customer. Have a little candid talk about dried out plastic so brittle it makes peanut brittle look like a liquid. Even the most careful installer here will crack a screw holder or two. And removing a 25 year old piece of plastic the size of Massachusetts is, well nothing but trouble. Don't believe me? A truly experienced car stereo installer is an absolute genius with all forms of glue, adhesives and plastic welding, just ask! New cars are simple---you broke it and you fix it. The inbetweens here are tough. Slow down Hoss and take real good look around at the entire car-yes I know you are not working on the hood but look at it, and maybe look again. Walk around the car looking at the roof and the glass, make a full circle. Then repeat that circle but look at the bumpers, fenders, doors and all the trim work. Note anything unusual here and write it down. Get into the car and scan the dashboard completely and get a good look at the door panels. Any damage noted before you work on the car can shut down a lot of problems cold. Sometimes a guy will want you to replace damaged parts with new on a car that is 10years old! This where we find out how good of a negotiator you are. Welcome to the family!