



CHARLOTTE CYCLES
REDISCOVER YOUR BICYCLE

Hello and Welcome to Charlotte Cycles!

We value our customer's and employee's health and safety. Therefore, in response to COVID-19 we are taking some extra precautions while maintaining our normal hours.

- **Appointments Please:** To maintain social distancing we ask that you call ahead to schedule bike sales and service. We also recommend researching our selection on our website (www.charlottecycles.com). When you arrive please call the shop (704-333-4358) and we will meet you outside.
- **FREE Curb Side Service:** We now offer you an excellent customer service experience without you needing to leave your vehicle, please call the shop when you arrive at your appointment time.
- **Always Cleaning and Sanitizing:** Frequently throughout our entire shop, especially on high touch-point surfaces. Our employees are washing their hands and wearing gloves to minimize direct contact. Disinfecting our test ride helmets and the touch points on all bicycles we receive for service.
- **Reduce Chances of Contamination:** Our showroom is now closed, and we will meet you outside under our tent to serve you.
- **Home Delivery:** For a limited time only, we are offering home delivery of bikes that have been serviced, please call ahead to schedule. We also offer shipping of all of our accessory items.

Thank you for your support and patience as we adapt our normal operations to incorporate the recommended protocols. As the situation continues to develop, we will adapt our approach and post additional updates to our social media sites.

Stay Safe. Stay Healthy. Stay Active.

With care,

Your Charlotte Cycles Team



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