

# How to Book a Mechanic

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## Introduction

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Booking a mechanic through our AutoFix platform is designed to be a simple and efficient process. Follow this step-by-step guide to ensure you get the best service available.

## Step 1: Visit the AutoFix Platform

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Access the AutoFix web app through your browser on either desktop or mobile. Ensure you have a stable internet connection for a smooth experience. If you have not yet created an account, click on the Sign Up button and fill in the required details. If you are already a registered user, simply log in with your credentials.

## Step 2: Enter Your Location

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Once logged in, the platform will prompt you to enter your location. You can either allow AutoFix to auto-detect your location using GPS or manually enter your city and area details. This helps in finding the mechanics closest to your vicinity. Ensure the location details are accurate to get the best possible match for your needs.

## Step 3: Select Vehicle Type

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Choose the type of vehicle you need assistance with. AutoFix supports multiple vehicle categories such as Cars, Bikes, Scooters, and Bullets. Selecting the correct vehicle type helps in filtering mechanics specialized in that particular category.

## Step 4: Select the Vehicle Make and Model

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Based on the vehicle type, a list of vehicle companies (like Honda, Toyota, Yamaha, etc.) will be displayed. After selecting the company, you will see a dropdown or list of models associated with that brand. Choose the model that matches your vehicle. This step is crucial as it narrows down mechanics with expertise in specific makes and models.

## Step 5: Choose the Type of Service or Issue

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Next, you will be prompted to select the type of issue or service you need assistance with. Common options include: Engine Issues, Brake Problems, Oil Change, Battery Replacement, General Maintenance, Emergency Assistance. AutoFix allows you to either choose from a predefined list of issues or describe your problem in detail. If you are unsure about the problem, select General Inspection.

## Step 6: View Available Mechanics

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Based on the details provided, AutoFix will display a list of mechanics within a specified radius who match your criteria. You can view the mechanic's profile, ratings, reviews, and pricing options. Take your time to review the options to choose the one that best suits your needs.

## Step 7: Select a Mechanic

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Once you've found the right mechanic, click on their profile to see detailed information, including: Experience, Service Ratings, Pricing and Packages, Customer Feedback. Compare mechanics based on their ratings and reviews to make an informed decision.

## Step 8: Confirm Booking and Choose Payment Method

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After selecting a mechanic, you will be prompted to confirm the booking. You may choose to pay using various methods such as: Online Payment (Credit/Debit Card, UPI, Net Banking), Cash on Service. For online payments, AutoFix provides a secure payment gateway to ensure your transaction details are safe.

## Step 9: Track the Mechanic's Arrival

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After confirming the booking, you can track the mechanic's location in real-time through the platform. AutoFix provides an estimated arrival time so you can plan accordingly. You will also receive a notification when the mechanic is on their way.

## Step 10: Service Completion and Feedback

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Once the service is completed, you will be prompted to review and rate the mechanic based on your experience. Providing feedback helps AutoFix maintain a high standard of service and helps future customers make better decisions.

## Additional Tips

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- **Cancellations & Rescheduling:** If you need to cancel or reschedule your booking, visit the My Bookings section and follow the prompts. Please note that cancellation policies may vary based on the mechanic's terms.
- **Emergency Assistance:** For urgent situations, AutoFix provides an option for emergency assistance, ensuring that a mechanic is dispatched as quickly as possible to your location.
- **Promotions & Discounts:** Keep an eye on the Offers section for special discounts and promotions available for specific services or first-time users.

