



ARA

CODE OF ETHICS

Accredited members of the Automotive Remanufacturers' Association (ARA), agree to adhere to its Code of Ethics, which is the basis of the motor industry's standard of best business practice.

Workmanship

- ⚡ To perform high-quality repairs.
- ⚡ To use only proven merchandise of high quality.
- ⚡ To employ suitably or appropriately qualified personnel.

Administration

- ⚡ To provide the customer with a written price estimate for parts and work to be performed.
- ⚡ To obtain prior authorisation for all work done, in writing, or by other means satisfactory to the customer.
- ⚡ To furnish an itemised invoice for parts and services rendered.

Warranty

- ⚡ To furnish and honour all warranties covering services completed.
- ⚡ To promote good will between all parties concerned.

Service excellence

- ⚡ To notify the customer if appointments or completion promises cannot be kept.
- ⚡ To exercise reasonable care for the customer's property while in our possession.
- ⚡ To maintain a system for the fair settlement of customer complaints.
- ⚡ To uphold the high standards of our profession and always seek to correct any and all abuses within the motor industry.

Integrity and compliance

- ⚡ To uphold the integrity of all members of the Automotive Remanufacturers' Association.
- ⚡ To always be in strict compliance with all related legislation, regulations and industry standards.

GEORGE DIESEL
ARA MEMBER

AC-AR7001531
MEMBERSHIP NUMBER

Expiry Date: 30 June 2025



Proud Association of 