

ASA'S CODE OF ETHICS

The owners and managers of automotive service businesses that belong to the Automotive Service Association (ASA) agree to adhere to a Code of Ethics. ASA's Code of Ethics is the automotive service industry's standard for professional business practices.

- ▶ To perform high quality repair service at a fair and just price.
- ▶ To use only proven merchandise of high quality distributed by reputable firms.
- ▶ To employ the best skilled technicians obtainable.
- ▶ To furnish an itemized invoice for fairly priced parts and services that clearly identifies any used or remanufactured parts. Replaced parts may be inspected upon request.
- ▶ To have a sense of personal obligation to each customer.
- ▶ To promote good will between the motorist and members of the association.
- ▶ To recommend corrective and maintenance services, explaining to the customer which of these are required to correct existing problems and which are for preventive maintenance.
- ▶ To offer the customer a price estimate for work to be performed.
- ▶ To furnish or post copies of any warranties covering parts or services.
- ▶ To obtain prior authorization for all work done, in writing, or by other means satisfactory to the customer.
- ▶ To notify the customer if appointments or completion promises cannot be kept.
- ▶ To maintain customer service records for one year or more.
- ▶ To exercise reasonable care for the customer's property while in our possession.
- ▶ To maintain a system for fair settlement of customer's complaints.
- ▶ To cooperate with established consumer complaint mediation activities.
- ▶ To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
- ▶ To uphold the integrity of all members of the Automotive Service Association.