



Automotive Service Association

ASA Code of Ethics

THIS ESTABLISHMENT SUBSCRIBES TO THE FOLLOWING 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 on request.
- To have a sense of personal obligation to each individual customer.
- To promote good will between the motorist and members of this 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®.



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