



CUSTOMER NOTICE CODE OF ETHICS

ORBIT COACH WORKS (PTY) LTD

an Accredited member of the South African Motor Body Repairer's Association (SAMBRA), agrees to adhere to its Code of Ethics, which is the basis of the motor body repair industry's standard of best business practice.

- ✓ **To perform high-quality** repairs.
- ✓ **To use only proven** merchandise of high quality.
- ✓ **To employ** qualified personnel.
- ✓ **To offer the customer** a price estimate for work to be performed.
- ✓ **To furnish an itemized invoice** for services rendered.
- ✓ **To promote good will** between all parties concerned.
- ✓ **To furnish warranties** covering services completed.
- ✓ **To obtain prior authorisation** 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 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 body repair industry.
- ✓ **To uphold the integrity** of all members of the South African Motor Body Repair Association.
- ✓ **To always be in strict compliance** with all related legislation, regulations and industry standards.

6000996

MEMBER NUMBER

SAMBRA

SAFETY • QUALITY • STANDARD

