



Collision Repairers Association

SAFETY THROUGH STANDARDS

CODE OF CONDUCT

GRAND TECH AUTO(MSR)

This establishment is a member of the Collision Repairers Association (South Africa) and subscribes to the Consumer Protection Act (No 68, 2008) and the principles thereof:

- Right of equality in consumer market
- Consumer's right to privacy
- Consumer's right to choose
- Right to disclosure and information
- Right to fair and responsible marketing
- Right to fair and honest dealing
- Right to fair, just and reasonable terms and conditions
- Right to fair value, good quality and safety

Our members are committed to service excellence and therefore have given you the customer the right to address all complaints via an independent complaints procedure aimed at resolving consumer complaints and disputes.

CONSUMER COMPLAINTS LINE : - 0861 726272

LOG YOUR COMPLAINT ONLINE : WWW.CRASA.ORG.ZA

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