SAMBRA

CODE OF ETHICS

GPH AUTO BODY SHOP

Membership No. AC-SM5000570

Non-Accredited members of the South African Motor Body Repairers' Association (SAMBRA), agree 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 itemised 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 charged.
- 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 resolve any unethical behaviour.
- To uphold the integrity of all members of the Motor Body Repairers' Association.
- To always be in strict compliance with legislation, regulations and industry standards.

Proud Association of RMI

Expiry Date: 30 June 2025

SCAN HERE
to validate
this certificate