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# Code of Business Practice

ALL VACC MEMBERS SHALL ABIDE BY THE CODE OF BUSINESS PRACTICE

## Members' General Obligations

1. Members will observe proper standards of conduct and act honestly and fairly in their dealings with consumers and other persons.
2. Members will not commence repairs without authorisation from the customer or agent.
3. Members will advise customers of any necessary variation to a quotation for repairs or service or supply of goods.
4. Members will carry out only those tasks for which they are properly qualified and equipped.
5. Members will ensure any goods or parts sold are of merchantable quality and fit the purpose for which they are required.

## Members' Guarantee and Warranty Obligations

1. Members will not knowingly mislead a consumer in relation to the sale, purchase, service or repair of a motor vehicle or accessories nor be party to any improper practice.
2. Members shall warrant that all repairs and services provided, including sub-contracted services, shall be of good quality and workmanship and all parts supplied free of defects and such warranty shall apply for a specific number of kilometers or period of time.
3. Members must guarantee clear title to any vehicle offered for sale.



VICTORIAN AUTOMOBILE CHAMBER OF COMMERCE

Serving the retail motor industry since 1918