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CANTERBURY NSW 2193
PO Box 493
CASULA MALL NSW 2170
Website: www.appliance.asn.au
Email: admin@appliance.asn.au

STRICTLY CONFIDENTIAL

APPLICATION FOR MEMBERSHIP

The application form is supplied with Declarations and with a copy of the AIA Code of Ethics and Objectives of the AIA.

You should carefully read all the enclosed sheets and this form before filling in any answers. You will have a better idea of what to write if you do.

The association welcomes new Members who are willing to abide by our Rules and Codes.

We congratulate you on seeking to join an Association which will assist you to expand your business with true consumer Service and integrity.

The current application fee is \$2500.00 and the annual membership dues are \$1500.00, so you should deposit \$4000.00 to the AIA account:

Account Name: Appliance Industry Association

BSB: 062036 Account Number: 2800 1666

Please keep this page for your records and information and forward the Application Form to
PO Box 493 Casula Mall NSW 2170.

OBJECTIVES OF THE APPLIANCE INDUSTRY ASSOCIATION

1. To promote, maintain and enhance the reputation, profitability, standing and good name of the Association and its members.
2. To assist members in remaining abreast of developments within the appliance industry, including developments pertaining to the technical/technological aspects of appliance design, operation, parts and service, and also developments in relation to business and licensing requirements and statutory obligations.
3. To represent the membership collectively to government, semi-government and statutory authorities and any other organisations regarding licensing and industry training matters or any other matters of interest or concern to the Association.
4. To set forth and uphold the principles, ethics and standards which shall be observed by, and which consumers may expect of Association members in respect to the repair or service of household appliances and the like.
5. To ensure that the public interest shall predominate in all competitive trading between Association members.
6. To provide a tribunal or other body for the resolution of consumer complaints on a basis of impartiality to members and consumer alike.

CODE OF ETHICS

Every AIA member will:

- (a) Accept this Code of Ethics entirely;
- (b) Comply with any relevant Code of conduct or good practice issued by a government or government instrumentality.
- (c) Ensure compliance with this code by all persons retained by them, whether as employees, sub-contractors or in any other way;
- (d) Conduct their business and carry out their duties in accordance with strict professional courtesy and integrity;
- (e) Be well informed regarding laws, Codes and licensing applicable to their business and will comply with all the requirements thereof;
- (f) At all times conduct their business in free competition with others, and will not criticise the actions of or damage the reputation of other AIA members, either directly or by implication.
- (g) Use AIA member identification and promotional material in the manner recommended by the AIA from time to time.
- (h) When requested to do so by a consumer, offer a written quotation for repairs or, where this is not possible, make it clear to the consumer that only an estimate is being furnished.
- (i) Notify the consumer in advance if any dismantling charges are necessary to arrive at a quotation and at the same time make it clear whether or not the consumer is liable for these charges, irrespective of whether the quotation is accepted.
- (j) Issue their standard invoice for all warranty repairs showing parts replaced, work carried out and a note that it is uncharged warranty work.
- (k) Abide by AIA decisions regarding complaints and/or disputes with the member's customers.

This document to be read in conjunction with the relevant Code of Practice. (If a state or territory has no equivalent, or lesser requirements, to the New South Wales "Whitegoods Repair Code of Practice", the NSW code shall apply to the member.)

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APPLICATION FOR CORPORATE MEMBERSHIP

CONFIDENTIALITY IS ASSURED

The aim of the Association is to ensure that all those who are admitted to Membership are of sufficient standing and integrity to strengthen each and every member of the Association.

All private information will be handled in accordance with the National Privacy Principles distributed by the Office of the Federal Privacy Commissioner.

When accepted for membership your business name and contact details will be added to the AIA website and given to consumers requesting details of businesses providing your service(s). These business details may also be given to the association's service providers. You may request that your details not be given to any other party.

Where there may be insufficient space for your particular circumstances, or where there may be other details which you believe may be of help in your application, then please attach additional sheets.

No application will be considered if **all** the declarations are not signed and witnessed.

PLEASE COMPLETE ALL SECTIONS

1. Applicant's Full Business Name:

.....

2. Australian Company Number Registered Since

3. Business Address

..... Post code.....

4. Mailing address

..... Post code.....

Email address Website address.....

5. Phone Numbers:

Business:

Fax No:

6. The nominee is the person who will be the AIA contact in the company, and the person registered to vote on behalf of the company on any occasion voting may be required.

Nominee Name:

Nominee Phone Numbers (For AIA contact, not for circulation)

Phone:

Email:

Mobile:

Fax:

- 7. Number of Employees (approx.).....
- 8. Public liability Insurance amount \$Insurance Company
(Attach Certificate of Currency)
- 9. Applicant’s Appliance Industry Operations: (IE Manufacturer, importer, distributor etc.)
.....
.....
.....
- 10. Franchises/Agencies Held (If applicable) or for Manufacturers/Importers, associated brands:
.....
.....

DECLARATION

I have signed Declarations 1 to 3, which are part of this Application, and am returning this form and have deposited the joining fee and one year’s membership fees (*).

Signed: **Date**

DECLARATION 1

TO THE COMMITTEE OF THE APPLIANCE INDUSTRY ASSOCIATION.

I/We submit the details supplied in the accompanying application form as the basis for your consideration of my/our application for Membership of the AIA.

I specifically warrant:-

- (i) That the details given for your consideration are true, correct and complete.
- (ii) That we have read and agree to abide by the AIA Code of Ethics which I received with the application form.
- (iii) That I agree to follow the various applicable “Codes of Practice” issued by Government Departments or instrumentalities from time to time. In states with no Industry Code of Practice the NSW Whitegoods Repair Code or its successor will apply.

DATE: SIGNED (Applicant)

DATE: SIGNED (Witness)

NAME OF WITNESS

(Please Print)

DECLARATION 2

I/Wehaving applied for Membership of the AIA specifically acknowledge:-

- (i) That the use of the AIA trade mark is a privilege conferred only upon Members of the Association, and that I must cease the use of such trade marks or emblems which may be on premises or vehicles, in advertising or on stationery immediately upon my ceasing to be a member of the AIA through resignation, non-renewal or expulsion from the Association.
- (ii) That breaches of the Code of Ethics of the AIA or of a relevant Code of Practice, or my refusal to abide by a Department of Fair Trading or AIA Dispute Resolution ruling for settling a dispute with a customer, or any court finding of fraud or malpractice in respect of my business will be considered by the committee of the Association and may be dealt with as per the Rules of the Association.
- (iii) That the Association membership, through the elected Committee of Management and the rules of the Association, has the final say on matters regarding membership and disciplining or expulsion of members.
- (iv) For corporate members this section extends to employees and subcontractors etc. performing work on behalf of the member.

DATE: SIGNED (Applicant)

DATE: SIGNED (Witness)

NAME OF WITNESS

(Please Print)

DECLARATION 3

I, warrant that I am authorised to sign this application and

declarations on behalf of

DATE: SIGNED (Applicant)

DATE: SIGNED (Witness)

NAME OF WITNESS

(Please Print)

