



APPLIANCE INDUSTRY ASSOCIATION

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 and Codes 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.)