



Member Code of Ethics

As a member of the Motor Trade Association of Western Australia (MTA WA), I agree to prominently display the MTA WA Member logo and current Membership Certificate, and to abide by the following principles:

- 1.** To deal honestly, promptly and courteously with all customers.
- 2.** To ensure that all products and services I provide are delivered in a competent manner, with value, honesty, and integrity.
- 3.** To ensure all standards of workmanship are provided to the customer as promised, in accordance with industry practice for the work concerned, and in a manner that shall enhance the reputation of the industry.
- 4.** To honour all my statutory warranty and other obligations promptly.
- 5.** To ensure that all advertising is accurate and truthful in every respect.
- 6.** To recognise and affirm the right of the customer to courteous, prompt and honest dealing.
- 7.** To treat my fellow motor industry members with professionalism and respect.
- 8.** To uphold and observe all laws and regulations governing the motor vehicle industry, and avoid any actions that may bring the MTA WA and my fellow members into disrepute.