

Code of Practice

- 1.** Upon request, RAA members will be given a written estimate of repair costs, and an indication of the work required and parts needed. Where it is found that because of additional repairs or unforeseen difficulties, the estimate will be exceeded by 10%, the members will be advised so that they may authorise the additional work or be given an explanation of any additional costs incurred.
- 2.** The Approved Repairer has the right of refusing to accept a particular repair job, especially if it could be of a complex nature or if the vehicle is one for which the Approved Repairer does not hold a franchise. However, once repair work has been started, the Approved Repairer will ensure that the repair is carried through speedily and to a satisfactory conclusion.
- 3.** The Approved Repairer will guarantee the effectiveness of the repair under normal operating conditions. If for any reason there is a risk that the repair may not be wholly satisfactory, the Repairer will advise the member in writing, prior to the completion of the repair, of any limitation placed on the extent of the guarantee.
- 4.** The Approved Repairer agrees to resolve quickly any cases of dispute between themselves and the RAA member. If, however, after negotiation, attempts to settle the dispute have failed, the member may submit the case to RAA. Provided this is done within 90 days of the occurrence, RAA will act as an arbitrator, and if necessary will refer the case to a Disputes Committee, whose decision shall be final and binding.