

MTA Customer Promise for Dealer Members

We sell quality vehicles.

- On request, we will provide a free 80 Point MTA Inspection of all vehicles presented for retail sale, performed by an experienced and competent vehicle technician.
- Other available documentation from previous owners will be provided in full for each vehicle.

We provide superior advice and sales service.

- We will listen to you. Please let our sales people know how they can best help you.

We stand by our vehicles.

- An MTA Dealer Warranty is given to purchasers of qualifying motor vehicles at no extra cost and is backed by MTA.
- The Warranty means that the MTA Dealer will ensure that any defects that arise in a qualifying motor vehicle during the period that the Warranty is valid are repaired promptly.
- What is excluded by the Warranty is clearly stated.

We work ethically.

- We are backed up by the reputation of MTA, New Zealand's largest body of automotive dealers, repairers and retailers.
- MTA monitors our delivery of the above promises. Our membership depends on our performance.
- Both you and your dealer have access to MTA's free and independent complaints and mediation service.