

MTA Customer Promise for Repairer Members

1 We provide superior service.

- We will only undertake work that has been authorised by you. You will be contacted should any additional work be required to repair your vehicle.
- Your repair job will be completed on time – or you will be advised as early as possible of any delay and the reasons for it.

2 We stand by our work.

- All charges will be clearly explained and itemised.
- We provide a free, plain-English warranty on all repairs, unless they are temporary. What a temporary repair is will be clearly explained.
- On request we will show you any part(s) replaced when you pick up your vehicle, and explain to you why the replacement was needed.

3 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 repairer have access to MTA's free and independent complaints and mediation service.