

MTA Customer Promise for Dealer Members

1. We sell quality vehicles

- On request, we will provide a free MTA Pre-purchase Inspection report for any vehicle presented for retail sale. The report will be completed by an experienced and competent vehicle technician employed by an MTA member.
- We provide professional advice and sales service.
- We will listen to you. Please let our sales people know how they can best help you.

2. We stand by our vehicles

- An MTA Dealer Warranty:
 - is given to purchasers of qualifying motor vehicles, at no extra cost
 - means that the MTA dealer will ensure that any defects that arise in a qualifying motor vehicle during the period that the MTA Dealer Warranty is valid are remedied promptly.
- The terms and limitations of the MTA Dealer Warranty are displayed at our premises, or provided with sales documentation. They are also available on request and are provided on the MTA website www.mta.org.nz.

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