

MTA Customer Promise for Motorcycle Dealer Members

1. We sell quality motorcycles

- On request, we will provide a free MTA Pre-purchase Inspection report for any motorcycles presented for retail sale. The report will be completed by an experienced and competent motorcycle 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 motorcycles

- A warranty is given to purchasers of qualifying motorcycles at no extra cost. The dealer will advise which motorcycles qualify for a warranty.
- The warranty means that the MTA motorcycle dealer will ensure that any defects that arise in a qualifying motorcycle during the period that the warranty is valid are repaired promptly.
- What is excluded by the warranty is clearly stated.

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 complaint and mediation service.