

MTA Customer Promise for Repairer Members

1. We provide superior service

- We will only undertake work that has been authorised. You will be contacted should any additional work be required to complete your repair.
- 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

- An MTA Repairer Warranty is given to customers on all repairs, at no extra cost, unless:
 - the repair is temporary – what a temporary repair is will be clearly explained, or
 - second-hand parts provided by the repairer – what is covered will be explained, or
 - second-hand parts are provided by the customer – what is covered will be explained.
- The MTA Repairer Warranty means that the MTA repairer will ensure that any defects that arise during the period that the MTA Repairer Warranty is valid are remedied promptly.
- The terms and limitations of the MTA Repairer Warranty are displayed at our premises, or provided with the customer's invoice. They are also available on request and are provided on the MTA website www.mta.org.nz.
- All charges will be clearly explained and itemised.
- 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.