



**AUTOMOTIVE RETAILERS ASSOCIATION
DIVISION MEMBERSHIP APPLICATION**



(This form must be accompanied by a completed ARA Membership Application Form.)

COLLISION REPAIR DIVISION

CODE OF ETHICS

- All operations shall be performed in accordance with applicable laws and the appropriate licenses and permits shall be kept current. All such permits and licenses shall be prominently displayed in the customer reception area.
- Repairs shall be guaranteed in writing and a copy of such guarantee shall be prominently displayed in the customer reception area.
- If, after commencement of the work, additional damage is discovered, the customer shall be notified and the approval of the customer obtained before the work is continued. Customers should also be advised if the cost of the repairs is anticipated to change before completion, due to parts or sublet price changes.
- Work orders shall be of the type commonly used in repair shops, and shall detail all parts, labor, supplies, sublet items and taxes. One completed copy is to be given to the customers, if requested.
- All parts and materials used shall be of a quality consistent with or better than those used by the vehicle manufacturer unless, due to obsolescence or some other cause beyond the control of the repairer, such items are not available.
- Where a re-assembly charge will be made if a repair is declined, notice of such potential charge shall be prominently displayed in the customer reception area, and pointed out to the customer before they sign the repair authorization.

Submitting a signed copy of the Automotive Retailers Association Membership Application accompanying this document indicates the applicant agrees to abide by the Code of Ethics of the Collision Repair Division of the ARA.

The Board of Directors of the Collision Repair Division of the Automotive Retailers Association reserves the right to reject any application without explanation. Any applicant who is not accepted will be refunded in full all pre-paid dues amounts which accompany the application.

For Office Use Only

Accepted into Collision Repair Division: _____ Date: _____