



**Every MTA member is required to conform to a strict Code of Conduct, meaning they must:**

1. Observe all State, Territory and Commonwealth laws, especially those relating to consumer and commercial transactions.
2. Provide truth in advertising, act honestly and fairly in all their dealings with the public, and conduct their business with the highest level of skill and integrity.
3. Price all goods and services fairly and act honestly in all financial dealings, whether in contracts or advertising.
4. Always abide by consumers' right at law to any guarantee either stated or implied.
5. Upon request, examine a customer's vehicle and return a diagnosis of any faults detected, together with an estimate of the cost of the necessary repairs.
6. Notify customers in advance of any dismantling charges necessary to arrive at an estimate of repairs and inform the customer if the estimate includes the price of parts.
7. Carry out only those repairs authorised and included in the estimate, but if during the process of such work further defects are detected that are unrelated to the original instruction, advise customers of such defects and seek permission to carry out the additional work, either immediately or on a future date.
8. Guarantee repairs against failure due to defective workmanship or faulty parts (supplied by the member) for a specific number of kilometres or period of time. If for any reason your MTA member considers circumstances preclude them issuing a guarantee, then they will make this fact clear to you prior to the signing of the job sheet or the commencement of any work.
9. Cooperate with the MTA in raising the stature of the motor trade within the community.
10. Utilise MTA member identification, signs and logos only as authorised and in a manner recommended by the MTA.