



**AUTHORISED INSTALLER AND REPAIRER
OF AUTOMOTIVE AIR CONDITIONING SYSTEMS**

The VASA network Customer Pledge

- 1. Every customer is treated with respect by every service centre in the VASA network.**
- 2. Every vehicle will be diagnosed and repaired in full consultation with the customer.**
- 3. The Service Centre will use work practices as set out in the VASA manual and will use only approved or recommended parts and equipment in all repairs and maintenance.**
- 4. The Service Centre will be honest and open in its dealings with the customer.**
- 5. A VASA service centre will ensure the customer is back on the road as soon as possible and will be given every encouragement to remain a loyal member of the VASA network.**

CODE OF PRACTICE

- 1) On request, a member of the Vehicle Air-conditioning Specialists of Australasia (VASA) will provide a written estimate of the cost of work, an outline of the work required and parts needed, following approved diagnostic practice.
- 2) Should additional repair work be found necessary during the course of the repair which would cause the estimate to be exceeded, the customer is to be contacted to explain the additional work required and to seek the customer's authorisation for the additional costs before proceeding.
- 3) A VASA member has the right to refuse to accept a particular repair job should the service centre not have the equipment or expertise necessary to carry out that job satisfactorily AND if the customer insists on accepting only a part repair which might put other components in the system under risk.
- 4) Once repair work has been accepted, the VASA member is responsible for ensuring the repair is carried out in a prompt and efficient manner.
- 5) The VASA member agrees to carry out the repair in accordance with accepted trade practice and any established VASA technical diagnostic guidelines, at a reasonable and agreed hourly rate.
- 6) A VASA member will, on completion of the repair, make all parts replaced available for inspection by the customer.
- 7) **The VASA member will guarantee the effectiveness of the service or repair under normal operating conditions for at least 5,000 kilometres or 3 months.** If for any reason there is a risk that components in the system may fail within that period, the VASA member will advise the customer immediately this becomes apparent. Any limitation or exclusion to a guarantee must be noted on the official Tax Invoice/Receipt.
- 8) The VASA member agrees to resolve quickly and amicably any dispute between the Service Centre and the customer.
- 9) The provisions of this Code are in addition to all rights available to every customer through the normal course of the law. The Trade Practices Act gives warranty and refund rights to consumers whether or not retailers, service providers and manufacturers choose to give their own warranty or guarantee.

- 10) All members in the VASA network **take responsibility for their own workshop practices and skills** and are prepared to guarantee that their work practices and the parts or equipment they use will provide trouble free operation when used in accordance with manufacturers and installers instructions.
- 11) VASA members, as part of a national network of service centres and wholesalers, are required to adopt open and understandable Warranty practices as an integral part of their business operations.
- 12) The effect of this VASA Code of Practice must always be that from the customer's viewpoint, all air conditioning problems are solved speedily and readily, without blame or criticism of equipment or parts, labour or work practices.

