



# Code of Ethics

As a member of the National Automobile Dealers Association, this dealership subscribes to the following principles and standards. Implicit in this Code of Ethics is the requirement that we comply fully with all federal, state and local laws governing their business.

We pledge to:

- Operate this business in accord with the highest standards of ethical conduct.
- Treat each customer in a fair, open and honest manner and prohibit discrimination of any kind.
- Meet the transportation needs of our customers in a knowledgeable and professional manner.
- Represent our products clearly and factually, standing fully behind our warranties, direct and implied, and in all other ways justifying the customer's respect and confidence.
- Advertise our products in a positive, factual and informative manner.
- Detail charges to assist our customers in understanding repair work and provide written estimates of any service work to be performed, upon request, or as required by law.
- Resolve customer concerns promptly and courteously.
- Put our promises in writing and stand behind them.

NATIONAL AUTOMOBILE DEALERS ASSOCIATION