

Code of Practice

- 1.** Upon request, RAA members will be given a written quotation of repair costs, and an indication of the work required and parts needed. Where the repair does not involve an insurance company and where it is found that, because of additional repairs or unforeseen difficulties, the estimate will be exceeded, the member will be advised so that they may be given an explanation of any additional costs incurred and authorise any additional work.
- 2.** The Approved Repairer will give an estimated completion date and once repair work has been started, the Approved Repairer will ensure that the repair is carried through speedily, and to a satisfactory conclusion.
- 3.** The Approved Repairer has the right to refuse a particular repair job.
- 4.** The Approved Repairer has the right to refuse to quote a particular repair job under the following circumstances:
 - 1.** If the complexity of the job is beyond the repairer's capability.
 - 2.** If the repairer believes the client is unable to pay.
 - 3.** If the repairer knows a specific insurance company that will not authorise the work at their premises.
- 5.** The Approved Repairer will guarantee the effectiveness of the repair under normal operating conditions. If for any reason there is a risk that the repair may not be wholly satisfactory, the Repairer will advise the member in writing, prior to the completion of the repair, of any limitation placed on the extent of the guarantee.
- 6.** The Approved Repairer agrees to resolve quickly any cases of dispute between the Approved Repairer and RAA members. If, however, after negotiation, attempts to settle the dispute have failed, the member may submit the case to the RAA. Provided this is done within 90 days of the occurrence, the RAA will act as an arbitrator, and if necessary will refer the case to a Disputes Committee, whose decision shall be final and binding.



**APPROVED
REPAIRER**

CRASH REPAIR