



The First and ONLY Chapter of SCRS National

Code of Ethics

- Conduct all business practices in a lawful and professional manner
- Recommend only proper collision repair procedures and explain to the customer why these are required to correct the collision damage
- Offer the customer a price estimate for work to be performed
- Obtain prior authorization for all work done, in writing or by other means satisfactory to the customer
- Notify the customer if promised appointments or completion dates cannot be kept
- Furnish an itemized list for all parts and services, priced fairly, which identifies any used or re-manufactured parts
- Exercise reasonable care of the customer's property while it is being repaired
- Maintain a system for fair settlement of a customer's complaints
- Cooperate with established consumer complaint mediation activities
- Maintain a high quality level of collision repair
- Cooperate in a good business manner with insurance company representatives and make a sincere effort to provide available and affordable service to the motoring public