



## The NAPA AutoCare Center Code of Ethics

### Every member agrees to:

- Have at least one ASE-Certified technician on staff.
- Perform high-quality diagnostics and repair service at a fair price, using quality NAPA parts.
- Uphold the integrity of all members of the NAPA AutoCare Program.
- Maintain the highest standards of the repair service profession.
- Be dedicated to customer satisfaction.
- Obtain prior authorization and provide a price estimate for work to be performed.
- Exercise reasonable care for the customer's property while it is in the shop's possession.
- Provide a system for fair settlement of customer complaints, should they occur.