

RACQ Approved Repairers

Code of Practice

1. Upon request, You, an RACQ Member or customer will be given a written estimate of the cost of the required repair; an outline of the work required and parts needed. Should additional repair work be found necessary during the course of the repair which would cause the estimate to be exceeded, You will be contacted to explain the additional work required and to seek Your authorisation for the additional costs to be incurred before proceeding.
2. We, the Approved Repairer, have the right to refuse to accept a particular repair job should We not have the equipment or expertise necessary to carry out that job satisfactorily.
3. Once repair work has been accepted We are responsible for ensuring the repair is carried out in a prompt and efficient manner.
4. We agree to carry out the repair in accordance with accepted trade practices, at a reasonable and agreed hourly rate.
5. We will, on completion of the repair, have available for inspection by You, all parts replaced, excluding items traded in on an exchange basis.
6. We will guarantee the quality and workmanship of Our service or repair (under normal operating conditions) for the earlier of 10,000 kilometres or 6 months. If, for any reason, we cannot give this guarantee at all or in part for any particular repair or service, we will advise You prior to commencing the work. If the reason for not being able to give the guarantee is not apparent prior to commencing the work, we will notify You immediately the reason becomes apparent. The reason for not being able to give the guarantee in whole or in part will be noted on the tax invoice we give to You.
7. We agree to resolve quickly any disputes that arise between Us and any RACQ Member. If, however, after negotiation, attempts to settle this dispute have failed, the Member may notify the RACQ and ask the RACQ to act as an arbitrator.
8. When a Member requests the RACQ to act as an arbitrator, We will co-operate with the RACQ in its investigation and agree to abide by the RACQ decision. The provisions of this code are in addition to all rights and remedies available through the law.