



# Quirky Campers Code Of Practice For Converters

## **1. CUSTOMER ASSURANCE**

1.1 No work should begin without the express authority of the customer. If a requirement for additional work is discovered during the work, this too must be authorised by the customer.

1.2 The Converters' own terms and conditions must not restrict a customer's minimum statutory rights. The Converter must comply with all relevant consumer and other legislation. For example a 14 day cooling off period for deposits.

1.3 The Converter should have adequate insurance to cover the customer's property whilst at their premises.

## **2. REPAIRS AND FAULTS**

2.1 All repairs should be carried out by competent staff using skill, care and professional judgement.

2.2 Faults discovered while work is carried out should be brought to the attention of the customer in writing – as a note on the invoice, for example.

2.3 An honest assessment of the urgency for the repairs should be given.

2.4 All repairs should be guaranteed for a minimum of 6 months.

2.5 Servicing should be carried out in accordance with the manufacturer's guidelines.

2.6 Any deviation from these guidelines must be discussed and agreed with the customer prior to the beginning of any work.

2.7 The Converter must take all reasonable steps to protect the customer's property and the validity of any unexpired warranties.

## **3. PAYMENT AND TIMEFRAME**

3.1 The Converter must make all acceptable means of payment clear before commencing work.

3.2 A realistic estimate of the time required for service, build or repair should be provided.

3.3 The customer should be advised as soon as possible of unplanned delays and a new estimated completion time given.

3.4 Invoices should include the following:

**Note:** All invoices should separate and itemise parts, labour, specialist costs and VAT.

- Completion date of work
- Company name, address and telephone number
- VAT registration number (if applicable)
- Customer's name and address
- Make, model, year and identification number of the vehicle

3.5 Parts should be clearly identified and labour by the number of hours, days or weeks charged.

3.6 All the time charged for must be justifiable and, if necessary, explained.

3.7 Parts and components that have been replaced or removed during servicing or repair must be made available to the customer on collection.

3.8 If parts are to be returned as part of an exchange scheme or warranty, then the customer should be allowed to inspect them before they are returned.

3.9 All converters are ultimately responsible for the standard and quality of any work, including that which is subcontracted, and for any parts supplied.

#### **4. DEALING WITH CUSTOMER DISSATISFACTION**

4.1 A clear and simple customer complaints procedure should be in place.

4.2 There should always be a member of staff with the authority to deal with routine concerns on the premises.

4.3 Serious complaints should be thoroughly investigated, responded within 14 days and dealt with promptly.

4.4 The converter should make all reasonable efforts to find a satisfactory resolution.

4.5 The converter should co-operate with Quirky Campers when complaints are brought to their attention for conciliation and to resolve disputes.

4.6 In these cases, both parties should accept the decision of Quirky Campers.

4.7 A positive approach to customer complaints must be demonstrated, with effective monitoring to minimise the possibility of recurrence.

## **5. REVIEWING PERFORMANCE**

5.1 A structured training programme must be in place to ensure all staff are competent for the tasks they perform.

5.2 Quirky Campers Approved Converters should act in the spirit of this Code of Practice in all their business activities.

5.2 The Converter must co-operate with the Quirky Campers Approval Process and give prompt attention to issues raised requiring action.

5.3 Any Converter already approved and agreeing to abide by our Code of Practice is demonstrating their commitment to providing a high level of service.