

OUR CODE OF ETHICS

Jim & Jim's Body Shop subscribes to the following business practices.

- *To perform high quality repair services at a fair and just price.*
- *To employ the best skilled technicians obtainable.*
- *To use the highest quality parts and materials allowed*
- *To have a sense of personal obligation to each individual customer.*
- *To recommend corrective and maintenance services, explaining to the customer which of these are required to correct existing problems and which are for preventive maintenance*
- *To offer the customer a price estimate for work to be performed.*
- *To obtain prior authorization for all work done, in writing or by other means satisfactory to you our customer.*
- *To keep our customers informed of any problems with completion dates.*
- *To maintain customer service records for one year or more.*
- *To exercise reasonable care for the customer's property while in our possession.*
- *To maintain a system for fair settlement of customers' complaints.*
- *To cooperate with established consumer complaint practices.*
- *To uphold the high standards of our profession and always seek to correct any and all abuses with the automotive industry.*