



CODE OF ETHICS

As a member of the New Hampshire Automobile Dealers Association, this business subscribes to the following principles and standards. Implicit in this Code is the requirement that this business will comply fully with all federal, state, and local laws governing our business.

We pledge to:

- *Operate this business in accord with the highest standards of ethical conduct.*
- *Treat each customer in a fair, open, and honest manner and fully comply with all laws that prohibit discrimination.*
- *Meet the transportation needs of our customers in a knowledgeable and professional manner.*
- *Represent our products clearly and factually, standing fully behind our warranties, direct and implied, and in all other ways justifying the customer's respect and confidence.*
- *Advertise our products in a positive, factual, and informative manner.*
- *Detail charges to assist our customers in understanding repair work and, upon request, provide written estimates of any service work to be performed.*
- *Resolve customer concerns promptly and courteously.*
- *Put our promises in writing and stand behind them.*

