



As a NAPA AutoCare Center, we follow a strict Code of Ethics so customers will know up front what to expect. As part of this code we pledge:

- To perform high quality diagnostic and repair service at a fair price.
- Employ certified, qualified technicians in all areas of work performed.
- Perform service and maintenance in accord with manufactures recommendations or established industry guidelines and practices
- Obtain prior authorization and a price estimate for the work to be performed.
- Be dedicated to customer service
- Exercise reasonable care of our customer's vehicle while in our possession.
- Provide clean, safe, and comfortable facility for our customers.
- Provide a system for fair settlement of customer complaints should they occur.
- Actively promote and honour the NAPA 12 Month / 20,000 km Peace OF Mind Warranty.
- Uphold the integrity of all members in the NAPA AutoCare Program.

