



GOLD SEAL PROGRAM AGREEMENT

(Please Print)

Owner(s)/CEO/Authorized Person
Name(s): _____

Business Name: _____

D.B.A. (if applicable): _____

Mailing Address: _____ City: _____

Street Address: _____ City: _____

State/Province: _____ Zip/Postal Code: _____ Country: _____

Phone: () _____ Fax: () _____

E-Mail: _____ Website: _____

Please initial:

I agree that if accepted for the Gold Seal Program, I will abide by the standards, rules, requirements, and professional business practices as outlined. _____ **(Initials)**

I understand that as the automotive recycling industry changes, the requirements to be a CAR Gold Seal Program member may also change. I agree to incorporate any such changes in my business. If I fail to do so, my Gold Seal Certification will be subject to termination.
_____ **(Initials)**

If for any reason I am not a participant in good standing in the GOLD Seal Program, I will immediately stop the use of any copyrighted materials. _____ **(Initials)**

Business Owner/CEO/Manager Signature: _____ Date: _____

Return this entire document with the signed agreement form to:

Automotive Recyclers Association / Attn: CAR/Gold Seal Administrator
9113 Church St., Manassas, VA 20110-5456 USA / Fax: (571) 208-0430

Gold Seal Certified Automotive Recycler Program Professional Business Practices



A Gold Seal Certified Automotive Recycler
An Official Program of ARA



ARA Gold Seal Program

Mission Statement

ARA Gold Seal quality assurance accreditation program members lead the automotive recycling industry by creating industry standards for customer service and recycled part quality based on the highest professional service goals and ethical business practices in the automotive recycling industry.

The Submitted Gold Seal Application Must Include the Following Documents, Completed and Signed:

- Professional Business Practices
- Customer Complaint Process
- Gold Seal Member Appeal of Committee Action
- Member Rules and Requirements
- Gold Seal Program Agreement

(Please read through all of the application materials carefully.)

Gold Seal Certified Automotive Recycler Program Professional Business Practices



To Provide High Quality Recycled Parts, With No Surprises!

Customer Service Standards

1. Gold Seal Certified Automotive Recyclers recognize the professional automotive and collision repair industries, mechanical repair and vehicle owners are our primary customers. Collision repair and mechanical repair facilities and their customers, the owners of the vehicles being repaired, are the life blood of our business.
2. Gold Seal Certified Automotive Recyclers will uphold the highest standards of professional conduct in the Automotive Recycling Industry.
3. Gold Seal Certified Automotive Recyclers will employ and train knowledgeable people to insure the highest level of customer satisfaction.
4. Gold Seal Certified Automotive Recyclers will maintain a professional program to monitor customer satisfaction through an independent customer audit firm.
5. Gold Seal Certified Automotive Recyclers will participate in a bi-annual audit process for compliance verification, as set forth by the Automotive Recyclers Association.

Descriptions Standards

6. Gold Seal automotive recyclers will inventory and grade all parts using the approved ARA quality assurance codes and grading standards.
7. All parts will be described to customers with the year, make and model of the vehicle from which they were removed.
8. Descriptions, including ARA approved standards, options, part grade, whether parts are original or after market, and paint condition will be as accurate as possible to avoid surprises for the customer.
9. Gold Seal Certified Automotive Recyclers will not repair damage without the knowledge of the customer.
10. Any adjustments agreed upon between Gold Seal Certified Automotive Recyclers and repairers will be made upon inspection and request for credit by the customer.
11. Items returned for credit will be accepted for a period of at least 30 days after delivery.

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Scheduling and Delivery Standards

12. Because scheduling is so important to modern repair facilities, every effort will be made To achieve promised delivery times. Any delays will be reported to the customer Immediately
13. Estimators and customers will be advised at the time of quote or order, if parts must be made available through another Recycler.
14. Price Quotes will include delivery.

Warranty Standards

15. All warranties, including those for mechanical and electrical parts, will be in writing.
16. At a minimum, sheet metal parts will have a limited warranty against rust and corrosion for a year from the date of purchase.
17. At a minimum, mechanical parts will have a limited warranty for 90 days.

Business Practice Requirements

18. Open accounts are offered to all customers who meet credit standards. We will strive to make credit decisions as soon as possible after submission of a credit application.
19. Gold Seal Certified Automotive Recyclers will cooperate with repairers to obtain insurance supplements due to part availability and cost restraints.
20. Gold Seal Certified Automotive Recyclers will work with repairers in every way to minimize the number of vehicles that become total losses.
21. Accurate vehicle identification numbers will be provided for all major component parts as defined by Federal law.
22. Continued designation as a Gold Seal Certified Automotive Recycler is dependent on adhering to principles set out in this code of professionalism.

Business Owner/CEO/ Manager Signature: _____ Date: _____

Gold Seal Certified Automotive Recycler Program Customer Assurance Process



To Provide High Quality Recycled Parts, With No Surprises!

In order to provide the consumer with an avenue to address concerns regarding the quality of service and / or the quality of the parts provided by an **ARA Gold Seal** member, the ARA has established a formal **Customer Assurance Process**. This process provides the customer a formal mechanism under which he or she can ask for an independent review of the issue or complaint by the Gold Seal Committee, and request their assistance in determining the appropriate resolution.

The Gold Seal Committee understands that any decisions and or recommendations made regarding potential actions needed to be taken by the recycler in question are recommendations only. The recycler is an independent business concern and is ultimately responsible for their actions and the final resolution of the complaint. The complainant will be advised that the ARA Gold Seal Committee maintains no authority over the recycler involved but is merely acting as a third party mediator.

Gold Seal members should understand that although the ARA Gold Seal Committee will not mandate a specific action be taken by a recycler regarding a complaint, the number of complaints received and the ultimate resolution of the complaint by the recycler could affect their continued standing as a member of the ARA Gold Seal Program.

Gold Seal Certified Automotive Recycler Program Member Rules and Requirements



A Gold Seal Certified Automotive Recycler agrees to the following rules and requirements:

1. The CAR/Gold Seal Certified Automotive Recyclers program is governed by the Automotive Recyclers Association's (ARA) Gold Seal committee. _____ **(Initials)**
2. You have the right to use all copyrighted materials in a professional manner, as long as you are in good standing with the CAR/GOLD Seal Certified Automotive Recyclers program. _____ **(Initials)**
3. You agree to participate in any customer satisfaction monitoring program that is approved by the Automotive Recyclers Association (ARA). _____ **(Initials)**
4. You agree to provide the CSI firm, a new customer information list each quarter and you must maintain a quarterly minimum composite score of 8.0 or higher on each question of the CSI survey. _____ **(Initials)**
5. You agree to participate in CAR/GOLD Seal Accreditation audits that are approved by the CAR/Gold Seal Program. _____ **(Initials)**
6. You agree to display the Gold Seal Certified Automotive Recycler logo on company customer invoices and tags. _____ **(Initials)**
7. You agree to include the CAR/Gold Seal Program Customer Assurance E-Mail on your printed invoices. In the event that he/she feels that the CAR/Gold Seal Certified Automotive Recycler has not met the requirements of the CAR/Gold Seal Certified Automotive Recycler code of ethics.
8. In the event of a customer satisfaction dispute, after arbitration and your company is determined to be at fault you may be censored or removed.

Gold Seal Certified Automotive Recycler Program Member Rules and Requirements



A Gold Seal Certified Automotive Recycler agrees to the following rules and requirements:

I. Gold Seal : Quality Assurance Recycled Parts

1. Best Management Practices for Recycled Part Quality
2. Management Responsibility for quality assurance of Recycled Parts.
3. Inventory and grade all recycled parts using the ARA approved quality assurance codes and grading standards.
4. Recycled Part Identification Standards
5. Recycled Part Identification Tag Standards: accurate vehicle identification numbers (VIN) for all major component parts.
 - a. Recycled Part Inspection and Testing Procedures and Standards
6. Delivery Process Procedures and Standards
7. Internal Recycled Part Quality Audits
Quality Assurance Audit Form
 - a. Training Requirements
8. Employee Training Record
 - a. Customer Service Recycled Part quality customer review
 - b. Customer Satisfaction Index: Recycled Part Quality