

Code of Conduct

As a member of the Retail Motor Industry Association (RMI), we adhere to a strict code of conduct as members, assuring you of the peace of mind you should expect from our industry.

Accredited members are party to the RMI Consumer Code of Conduct in terms of which the consumer is assured that an accredited member undertakes to:

- Sell his quality products and services at a fair and reasonable price.
- Honour both in letter and in spirit any guarantees applicable to products and services sold by them.
- Acknowledges that, should there be a dispute between a consumer/customer and our member which could not be amicably settled at Management level, the consumer/customer has the right to refer such dispute to the RMI for investigation.

RMI's Consumer Services divisions are deployed countrywide.

Professional intervention ensures a proud record of high success rate in dispute resolution.

