

INSTALLING/SERVICING DEALER MEMBER CODE OF BUSINESS CONDUCT

The guidelines by which Installing/Servicing Dealer members of the International Door Association are guided in relationship with their customers are:

1. **Customer Satisfaction.**

Of utmost importance to dealers is customer satisfaction. Dealers should establish customer satisfaction as a top priority, and deal with all complaints in an honest, fair and timely manner.

2. **Truth in Selling.**

Dealers should avoid misleading selling techniques and practices that encourage customers to purchase unnecessary products or services. The necessity and reasons for the selling of enhanced products should be documented in writing to customers.

3. **Responsible Conduct.**

Dealers should avoid conduct or practices likely to discredit their companies or the door and access systems industry as a whole, and shall honor their obligations and commitments to customers, employees, and suppliers. Dealers should avoid discrediting their competition or customers.

4. **Truth in Advertising.**

Advertising, corporate and product literature, letters, and sales presentations should be strictly truthful, avoiding claims which are misleading or inaccurate

5. **Product Installation.**

Products shall be installed in accordance with the specific installation instructions provided by the product manufacturer.

6. **Safety Compliance.**

Dealers shall provide a safe working environment for employees and shall comply with applicable safety regulations. In addition, dealers shall inform customers regarding safety features of products and safety precautions to be taken in the operation and maintenance of a door system.

7. **Contracts.**

All contracts, verbal and written, shall be free of ambiguities or omissions that may obscure or confuse either party's obligations.

8. **Consultation Services.**

A door & access systems dealer's professional knowledge is a valuable result of their training and experience, and when called upon for service or for technical advice, it is proper that they be paid for rendering these services. If applicable, such charges should be acknowledged by the dealer prior to providing the service or technical advice.

9. **Negotiated Agreements.**

The Code recognizes the important role of contract negotiation in which a single door & access systems dealer is selected on merit, followed by the development of required construction details and costs. Negotiated agreements should be in writing for the protection of the dealer and the dealer's customers.

10. **Bid Procedures.**

When the sealed bid process is utilized, the following should apply: Dealers should not seek to obtain price information concerning a competitor's bid or proposal before all bids are submitted.

11. **Proposal Compliance.**

Proposals and product installation shall comply with all applicable building codes, ordinances, regulations and laws.

12. **Warranties.**

Dealers shall present all warranties in writing, and shall respond to warranty service on a timely basis.