

Repairer Code of Conduct

All Repair Businesses signed up on the We Are Repairs Directory agree to the following We Are Repairs Code of Conduct: This Code of Conduct outlines the ethical standards and expectations for repairers listed in our online directory.

- **Professional Integrity**
 - Always provide truthful, transparent, and accurate information regarding services, pricing, and capabilities.
 - Ensure that your profile accurately reflects your skills and experience.
- **Respect and Courtesy**
 - Treat all customers with professionalism, kindness and respect.
 - Provide clear and timely communication regarding service details, including estimated arrival times, service costs, and expectations.
- **Quality of Service**
 - Provide services that meet or exceed industry standards. Ensure your work is safe, reliable, and compliant with all relevant regulations and codes.
 - Honour any warranties or guarantees for your services, and follow through on any post-service commitments.
- **Transparent Pricing:**
 - Provide a clear and fair estimate of repair costs before starting any work. This includes any potential additional fees or charges.
 - Communicate any changes in cost before proceeding with additional work.
- **Conflict Resolution**
 - Address Complaints Promptly and engage in fair and open communication when disputes arise and seek amicable resolutions that satisfy both parties.
- **No Spam or Solicitation:**

- Refrain from spamming customers, engaging in unsolicited advertising, or making unnecessary promotions within the platform.

By adhering to this Code of Conduct, repairers help foster a community of trust, respect, and excellence, ensuring that customers receive the highest level of service. This is what We Are Repairs is about and any repairer found not to adhere to this Code of Conduct may be suspended from being listed on the We Are Repairs directory.