



A division of the

**AUTO GLASS**  
**SAFETY COUNCIL™**

## CODE OF CONDUCT

The owners and managers of windshield repair companies that belong to the National Windshield Repair Division, a division of the Auto Glass Safety Council, agree to adhere to a Code of Conduct. NWRD's Code of Conduct is the windshield repair industry's standard for professional business practices.

- **To perform high-quality** repair service at a fair and just price;
- **To use only proven** merchandise of high quality distributed by reputable firms;
- **To employ only NWRD certified technicians** or the best skilled technicians available;.
- **To have a sense** of personal obligation to each consumer;
- **To promote good will** between the consumer and members of the association;
- **To recommend** repairs only when necessary and in accordance with the current ANSI Repair and Replacement Standards.
- **To offer the consumer** a price estimate for work to be performed;
- **To furnish or post copies** of any warranties covering parts or services;
- **To obtain prior authorization** for all work done, in writing, or by other means satisfactory to the consumer;
- **To notify the consumer** if appointments or completion promises cannot be kept;
- **To exercise reasonable** care for the consumer's property while in our possession;
- **To maintain a system** for fair settlement of consumer's complaints;

- **To uphold the high** standards of our profession and always seek to correct any and all abuses within the windshield repair industry;
- **To uphold the integrity** of all members of the National Windshield Repair Division.



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