

# Code of Good Practice for DA service centres

Customer care standards are very important for manufacturers of domestic equipment and service centres engaged in repairs of said appliances. *Telephone contacts and technical visits are critical in building consumer confidence in the service company and the manufacturer of domestic appliances, as well as their brand. In order to constantly improve the quality of work, manufacturers and reputable servicing companies, in particular the undersigned, have agreed on a set of principles and practices which are of the utmost importance to them:*

1. We offer the highest possible standards of service, regardless of the brand of the repaired appliance.
2. Our dress and behaviour are a sign of good personal manners and respect to the client. They also affect the image of the company and the brands of the repaired products.
3. After receiving an order, we remain in contact with the client until all the repairs are completed.
4. Information, communication and learning about customer expectations are a key element of our work. We try to learn as much as possible about the reported problem. We explain to the client what were the causes of the failure and how we are going to fix it. We define exactly what the repair service shall include. We make sure that the client understands and accepts the terms.
5. We recommend only the necessary repairs or services. We try to select the method of repair most profitable for the consumer.
6. If there is a disagreement or if the customer has comments we remain patient and try to show understanding and willingness to cooperate.
7. In the case of home visits, we adhere to the principles of safety of our own work and we care for the security of the customers.
8. We leave the place in order after the repair is finished.
9. We are careful to be punctual and we inform the customer by telephone about all potential delays.
10. In no case, do we question the commercial choice of a customer. We do not speak ill of competing brands or products or of the repaired appliances.
11. While offering additional services or accessories we do not exert pressure on the customer to make a sale.
12. We offer the highest quality spare parts. With the consent of the customer, the replaced elements should be secured and disposed for recycling.
13. A happy and well-informed employee makes a satisfied customer. We create service standards' codes for the employees and we teach them the proper procedures. Employees learn about the basics of consumer rights and the methodology of customer service.

***This Code of Good Practice is an open document. The Signatories intend to promote its content in different places, at different times and in different formats. This project is realised under the patronage of the association of employers from the DAP sector - CECED Polska. Other companies, organizations or institutions can join this initiative.***