



## ARC Gold Seal Program Agreement

(Please Print)

Company Name: \_\_\_\_\_

Official Contact: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov/Code: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Email: \_\_\_\_\_ Website: \_\_\_\_\_

### Please initial:

I agree that if accepted for the ARC Gold Seal Program, I will abide by the standards, rules, requirements, and professional business practices as outlined. \_\_\_\_\_ **(Initials)**

I understand that as the automotive recycling industry changes, the requirements to be an ARC Gold Seal Program member may also change. I agree to incorporate any such changes in my business. If I fail to do so, my ARC Gold Seal Certification will be subject to termination. \_\_\_\_\_ **(Initials)**

If for any reason I am not a participant in good standing in the ARC Gold Seal Program, I will immediately stop the use of any copyrighted materials. \_\_\_\_\_ **(Initials)**

I agree to maintain a minimum 75% or greater audit score to the Canadian Auto Recyclers Environmental Code (CAREC). \_\_\_\_\_ **(Initials)**

### Signature:

*I am authorized to sign on behalf of the Company.*

\_\_\_\_\_ Date: \_\_\_\_\_

### Return this entire document with the signed agreement form to:

Automotive Recyclers of Canada, Gold Seal Program, 1447 Upper Ottawa Street, Unit #1,  
Hamilton ON L8W 3J6 Fax - (905) 383-1904

## Gold Seal Certified Automotive Recycler Program Application



### ARC Gold Seal Program Mission Statement

The Automotive Recyclers of Canada (ARC) Gold Seal Program is a quality assurance accreditation program for Members. Successful applicants lead the automotive recycling industry by implementing industry standards for customer service and recycled part quality based on the highest professional service goals and ethical business practices in the automotive recycling industry.

All ARC Members are audited to the Canadian Auto Recyclers Environmental Code (CAREC), and now Gold Seal certification takes those qualified Members to the next level.

*To provide high quality recycled parts, with no surprises on delivery!*

The ARC Gold Seal Program Application must include the following documents, completed and signed:

1. Gold Seal Program Member Agreement
2. Professional Business Practices/Codes
3. Customer Assurance Process
4. Program Rules and Requirements
5. Recycled Parts Quality Assurance
6. Copy of printed Warranty

Please read through all of the application materials carefully. This is an outline of minimum requirements for the ARC Gold Seal Program.

Program fees: \$100 plus applicable taxes, payable to the Automotive Recyclers of Canada (ARC) on an annual basis. You will be invoiced once accepted in to the Program.

# Gold Seal Certified Automotive Recycler Program Application



## PROFESSIONAL BUSINESS PRACTICES/CODES

### Customer Service Standards

1. Gold Seal Certified Automotive Recyclers recognize the professional automotive and collision repair industries; mechanical repair and vehicle owners are our primary customers. Collision repair and mechanical repair facilities and their customers, the owners of the vehicles being repaired, are the lifeblood of our business.
2. Gold Seal Certified Automotive Recyclers will uphold the highest standards of professional conduct in the Automotive Recycling Industry.
3. Gold Seal Certified Automotive Recyclers will employ and train knowledgeable people to insure the highest level of customer satisfaction.
4. Gold Seal Certified Automotive Recyclers will maintain a professional program to monitor customer satisfaction through an independent customer audit firm.
5. Gold Seal Certified Automotive Recyclers will participate in an audit process for compliance verification, as set forth by the Automotive Recyclers of Canada.

### Description Standards

6. Gold Seal automotive recyclers will inventory and grade all parts using the approved Automotive Recyclers Association (ARA) quality assurance codes and grading standards.
7. All parts will be described to customers with the year, make and model of the vehicle from which they were removed.
8. Descriptions, including ARA approved standards, options, part grade, whether parts are original or after market, and paint condition will be as accurate as possible to avoid surprises for the customer.
9. Gold Seal Certified Automotive Recyclers will not repair damage without the knowledge of the customer.
10. Any adjustments agreed upon between Gold Seal Certified Automotive Recyclers and repairers will be made upon inspection and request for credit by the customer.
11. Items returned for credit will be accepted for a period of at least 30 days after delivery.

## Gold Seal Certified Automotive Recycler Program Application



### Scheduling and Delivery Standards

12. Because scheduling is so important to modern repair facilities, every effort will be made to achieve promised delivery times. Any delays will be reported to the customer immediately
13. Estimators and customers will be advised at the time of quote or order, if parts must be made available through another Recycler.
14. Price quotes will include delivery.

### Warranty Standards

15. All warranties will be in writing, and available to the customer at the time of purchase.
16. For mechanical parts, all applicants must offer up to a one-year parts and labour warranty. All warranties must be a minimum 30 days.
17. For sheet metal parts, all applicants must offer a limited warranty against rust and corrosion for a year period from the date of purchase.

### Business Practice Requirements

18. Open accounts are offered to all customers who meet credit standards. We will strive to make credit decisions as soon as possible after submission of a credit application.
19. Gold Seal Certified Automotive Recyclers will cooperate with repairers to obtain insurance supplements due to part availability and cost restraints.
20. Gold Seal Certified Automotive Recyclers will work with repairers in every way to minimize the number of vehicles that become total losses.
21. Accurate vehicle identification numbers will be provided for all major component parts as defined by Federal law.
22. Continued designation as a Gold Seal Certified Automotive Recycler is dependent on adhering to principles set out in this code of professionalism.

**Authorizing Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Gold Seal Certified Automotive Recycler Program Application



### CUSTOMER ASSURANCE PROCESS

In order to provide the consumer with an avenue to address concerns regarding the quality of service and/or the quality of the parts provided by an ARC Gold Seal Member, the Automotive Recyclers of Canada has established a formal Customer Assurance Process.

This process provides the customer a specified mechanism under which he or she can ask for an independent review of the issue or complaint by the ARC Gold Seal Committee, and request their assistance in determining the appropriate resolution. All Gold Seal Member invoices and tags will prominently feature the logo and email address (goldseal@autorecyclers.ca). Customers will be encouraged to contact the ARC Gold Seal Committee should they not be entirely satisfied with the product or service they received.

While the Gold Seal Affiliate Committee understands that any decisions and or recommendations made regarding potential actions needs to be taken by the Member in question are recommendations only, they will endeavor to mediate a solution that is beneficial to all parties involved. The Member is an independent business concern and is ultimately responsible for their actions and the final resolution of the complaint. The complainant will be advised that the ARC Gold Seal Affiliate Committee is acting as a third-party mediator in the customer assurance process, and has no legal standing with the Member. Repeated complaints against a Member will result in the ARC Gold Seal Committee reviewing their participation.

Gold Seal Members should understand that although the ARA Gold Seal Affiliate Committee will not mandate a specific action be taken by a Member regarding a complaint, but the number of complaints received and the ultimate resolution of the complaint by the Member will affect their continued standing as a Member of the ARA Gold Seal Program.

**Authorizing Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# Gold Seal Certified Automotive Recycler Program Application



## PROGRAM RULES AND REQUIREMENTS

As an ARC Gold Seal Certified Automotive Recycler I agree to the following rules and requirements:

1. The ARC Gold Seal Program is governed by the Automotive Recyclers of Canada (ARC) based on the principals of the International Automotive Recyclers Affiliate Alliance. \_\_\_\_\_ **(Initials)**
2. I have the right to use all copyrighted materials in a professional manner, as long as I remain a Member in good standing with the ARC Gold Seal Program. \_\_\_\_\_ **(Initials)**
3. I agree to participate in any customer satisfaction monitoring program that is approved by the Automotive Recyclers of Canada. \_\_\_\_\_ **(Initials)**
4. I agree to provide an independent CSI firm, a new customer information list each quarter and I must maintain a quarterly minimum composite score of 8.0 or higher on each question of the CSI survey. \_\_\_\_\_ **(Initials)**
5. I agree to participate in ARC Gold Seal Program accreditation audits that are approved by the ARC Gold Seal Program. \_\_\_\_\_ **(Initials)**
6. I agree to display the ARC Gold Seal Certified Automotive Recycler logo on company customer invoices and tags. \_\_\_\_\_ **(Initials)**
7. I agree to include the ARC Gold Seal Program Customer Assurance e-mail on my printed invoices, in the event that a customer feels that our company has not met the requirements of the ARC Gold Seal Program Code of Ethics. \_\_\_\_\_ **(Initials)**
8. In the event of a customer satisfaction dispute, after arbitration and my company is determined to be at fault, I may be censored or removed from the Program. \_\_\_\_\_ **(Initials)**

**Authorizing Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Gold Seal Certified Automotive Recycler Program Application



### RECYCLED PARTS QUALITY ASSURANCE

I agree to maintain the highest standards of Recycled Parts Quality Assurance by implementing and managing systems in the following key areas:

1. Best management practices for recycled part quality, including evidence of continual product quality improvement systems.
2. Quality systems: formal system of employee quality checks and practices as the part flows through facility.
3. Internal quality audits and quality assurance audit forms.
4. Process control: job descriptions and job skill training.
5. Management responsibility for quality assurance of recycled parts.
6. Inspection and testing: company system that lays out inspection process of vehicles and parts as they are received into the facility. Parts are inventoried and match the condition that is represented to customer and is what the customer expects.
7. Inventory and grade all recycled parts using the ARA approved quality assurance codes and grading standards.
8. Recycled part identification standards for accurate vehicle identification numbers (VIN) for all major component parts.
9. Handling, storage, and packaging systems to keep parts in the condition they were inventoried.
10. Delivery process procedures and standards to ensure on-time delivery without any surprises.
11. Employee training plans and records.
12. Customer service training and continual review of Customer Satisfaction Index results.

**Authorizing Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_