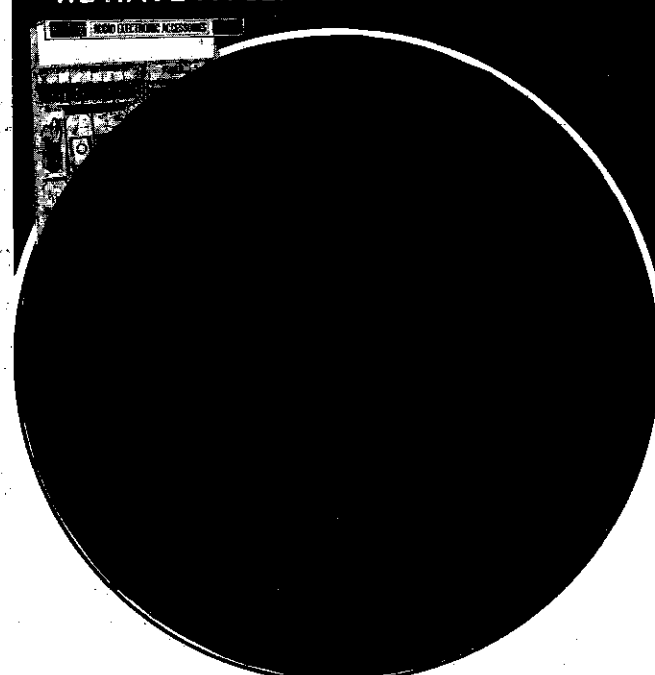


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GC ELECTRONICS

DIVISION OF HYDROMETALS, INC.
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Circle 81 on reader service card



TELEVISION SERVICE ASSOCIATION CODE OF ETHICS

THE TELEVISION ELECTRONICS SERVICE Association of St. Louis, Missouri, has prepared a Code of Ethics which they offer to the industry for consideration and adoption.

"Through this Code of Ethics we accept our responsibility to uphold integrity in advertising and business conduct. We pledge that we will. . .

"1. Employ qualified personnel and use approved methods and equipment in rendering service. Personnel shall be adequately trained for their assigned responsibilities, and carry proper credentials. Technicians shall not be paid on a basis that is contingent on the size of the customer's bill for service. The equipment and methods used shall be consistent with those recognized by the industry as standard.

"2. Advertise in a manner fair to both customers and competitors. All advertisements shall abide by the Standards as adopted by the television service industry and the Better Business Bureau of Greater St. Louis.

"3. Properly describe the service charges.

a. *Service Call*—A stated minimum charge for a Service Call should be presented with adequate explanation as to what it means. For example, a Service Call includes travel time, inspection, checking, adjusting and minor clean-up and repairs; none of which require removal of the chassis, the use of soldering iron or more than thirty minutes in the home.

b. *Trip Charge*—A Service Call should not be misconstrued with a Trip Charge. A Trip Charge includes only travel time to the home.

c. *Additional Labor* may be charged if repairs require removal of chassis, the use of a soldering iron, cleaning and lubricating tuner, technical adjustments or more than 30 minutes in the home.

d. *Shop Repairs*—All charges for shop repairs, estimates and "no repairs" shall be discussed with the customer prior to removal of the set from the home.

e. *In Warranty Handling Charges* are accepted by the television service industry as an additional charge to the customer to process warranty parts back to the manufacturer.

f. *Additional Sets*—Additional charges will be made to repair additional sets on the same call.

"4. Render service promptly and proficiently. Service shall be rendered as expeditiously as possible. The customer shall be promptly informed if parts are not readily available. Service and complaints shall be handled in a courteous, professional manner designed to create customer confidence.

"5. Give estimate in advance and perform only authorized repairs. Any estimate or cost quoted in advance as definite shall be fulfilled in that manner. Estimates and prices shall be fully explained and all agreements or understandings with the customer shall be respected and fulfilled. All repairs or service must be authorized. Giving a low estimate in advance with the intent and purpose of providing further service and parts at an additional charge is an unfair practice. The customer shall be informed in advance if there is an estimate fee in addition to a service charge.

"6. Install parts of the same or of better quality and performance rating. All parts and tubes shall be returned to the customer on request, except those under warranty or on an exchange basis.

"7. Issue an itemized bill. A written itemized bill for all parts, labor and any other charges shall be given to the customer upon completion of the work.

"8. Issue valid guarantees and warranties specific as to their terms. Guarantees and warranties shall be in writing and be specific in their coverage as to materials, parts, labor and length of time. The issuing company shall make the necessary provisions for fulfilling its obligations.

"9. Provide adequate protection of customer property in the process of service. Adequate insurance and/or financial responsibility shall be maintained against loss or damage." **R-E**