



CODE OF ETHICS

I. My Commitment to Professionalism:

- A. To strive to operate with the highest standards while providing quality detail services through the use of professional car care products, equipment, and techniques;
- B. To endeavor to maintain a professional, trustworthy, and well-trained personnel; and,
- C. To continuously pursue service improvement by seeking out continuing training and education.

II. My Commitment to the Customer:

- A. To recommend to the customer only those services needed to properly recondition the vehicle to the customer's specification;
- B. To treat all customers fairly throughout the service event;
- C. To exercise all reasonable care for the customer's vehicle and personal property while in my custody; and,
- D. To endeavor to meet or exceed the customer's expectations.

III. My Commitment to Compliance:

- A. To adhere to all local, state, and federal regulations governing the operation of a professional detailing business;
- B. To obtain and maintain all licenses and permits required by law;
- C. To meet and exceed all applicable regulations that ensure the safety of personnel; and,
- D. To obtain all necessary and appropriate insurance coverage.

IV. My Commitment to the Industry:

- A. To contribute to the elevation of standards within the detailing industry;
- B. To actively support, contribute to, participate with, and uphold the standards of the International Detailing Association; and,
- C. To uphold the integrity of all members of the International Detailing Association.

V. My Commitment to the Environment:

- A. To continually strive to reduce waste as well as the consumption of natural resources;
- B. To minimize the use of hazardous and dangerous chemicals whenever possible; and,
- C. To adhere to the tenets of the Clean Water Act by preventing non-compliant discharge of wastewater and contaminants.