



Association of Rotational Moulders of Southern Africa

ARMSA CODE OF CONDUCT

Members of the Association of Rotational Moulders of Southern Africa (ARMSA) are aware of the fact that their products are widely used in areas where stresses can arise, dangerous materials can be handled and uninformed misuse can occur.

Our *Code of Conduct* addresses these problems and is binding on all present and future members of ARMSA.

Members of ARMSA bind themselves to:

1. Strive for customer satisfaction by using and maintaining acceptable standards of design and manufacture of rotationally moulded products.
2. Not lower manufacturing standards, such as specified wall thickness, consistency and product integrity, all of which will adversely affect the quality of the product.
3. Warn customers of the hazards of lowering standards should they insist on "cheaper" end products.
4. Give professional advice on the installation and maintenance of products.
5. If possible, warn consumers of dangerous practices involving rotomoulded items, such as the use of heavy impellers and heavy materials in unsupported containers, etc.
6. Offer a reasonable warranty and repair or replace items that have failed due to manufacturing faults.
7. Not damage the reputation and products of another member or indeed of any rotomoulder either irresponsibly or maliciously.
8. Submit to mediation by ARMSA or an appointed mediator in cases of irreconcilable disputes on quality and/or supply of their rotomoulded products.