

A photograph showing a hand handing a set of keys to a smiling woman sitting in the driver's seat of a car. The woman has dark curly hair and is looking towards the camera with a pleasant expression. The car's interior and window are visible in the background.

NOTICE IN TERMS OF THE SOUTH AFRICAN AUTOMOTIVE INDUSTRY CODE OF CONDUCT.

Notice to all Customers:

The Minister of Trade and Industry signed the South African Automotive Industry Code of Conduct (hereinafter referred to as the "Code") into law in accordance with the provisions of Section 82(3) of the Consumer Protection Act 68 of 2008 (the Act), with effect from the 19th day of January 2015.

The purpose of the Code is to regulate relations between persons conducting business within the automotive industry and to provide for a scheme of alternative dispute resolution between consumers and all participants in the industry and created an Industry Ombudsman to provide alternative dispute resolution services.

The Code is an industry code and it applies to the entire Automotive Industry as defined in the Code, and focuses on consumer protection, supplier guidance, and fair business practices.

This Notice serves to inform all our customers that:

- A customer who has a complaint against an QCars / Earlyworx Dealership should address the complaint in writing to the central Complaints Manager by email to admin@qcars.co.za
- Alternatively complaint notification forms may be downloaded from www.qcars.co.za or requested from any QCars dealership, completed and sent via email to admin@qcars.co.za
- If the complaint remains unresolved, the customer may refer a complaint, in writing, to the Motor Industry Ombudsman of South Africa (MIOSA), by fax, e-mail or pre-paid registered post, clearly stating the nature of the complaint or dispute, action required and customer outcome expectation. Customers are encouraged to visit the MIOSA website: www.miosa.co.za.

The contact details of the MIOSA are:

E-mail: info@miosa.co.za

Website: www.miosa.co.za

Telephone: 086 11 MIOSA / 086 11 64672

Fax: 0866 306 141.

Thank you
Qcars Management



Complaint Form



1. Please complete claim form in full to avoid any delays in settlement.
2. Please use an additional page for any information that could have any bearing on your claim.
3. Please return completed claim form, quotations and supporting documentation within 5 days of your claim.

PURCHASE DETAILS

Date: _____ Date of Purchase: _____
Stock No: (Office Use) _____

OWNER DETAILS

Insured Name: _____ Registered Owner: _____
Address: _____ Mobile No: _____
Alternative Tel No: _____
Postal Code: _____ ID No: _____
Email: _____

VEHICLE DETAILS

Make: _____ Model: _____
Year: _____ Reg No: _____
KM Reading: _____ Engine No: _____
Chassis / Vin No: _____ Last Service Date: _____
Exterior Colour: _____

VEHICLE REPAIRER'S DETAILS

Estimate cost for Repairs: _____ Repairer's Name: _____
PLEASE ATTACH YOUR QUOTATIONS
Repairer's Address: _____ Repairer's Tel No: _____
Postal Code: _____ Repairer's Fax No: _____
Chassis / Vin No: _____ Email Address: _____
Exterior Colour: _____



DIAGNOSTIC DETAILS

**Please describe in details what happened and when it happened
What was your immediate action after noticing the problem?**

VEHICLE REPAIRER'S DETAILS

Name:

Capacity:

Date:

Signature _____

Tel: (011) 326 4251
Tel: (011) 326 0864
Fax: (086) 636 1965

Address: 5A Dover St, Ferndale, Randburg, 2194
E-mail: sales@qcars.co.za

