



## Code of Conduct

As an XtraMile RV Dealer member, we agree with and subscribe to the following principles of operation for our dealership as outlined by the following Code of Conduct.

1. Conduct all business activities with the highest level of personal and corporate integrity, while dedicating ourselves to the best interests of our customers, employees, XtraMile and XtraMile partners. In doing so, we further pledge to protect all privileged information, fully disclose material facts to the other party, and practice fairness on every level.
2. Ensure compliance with all Federal, State and Local laws including anti-trust laws governing and applicable to the business operations of this dealership.
3. Treat every XtraMile customer with the Golden Rule approach and “Best in Class” customer service. Resolve customer concerns promptly and professionally.
4. Market XtraMile products and services in “good faith” to our customers, employees and other viable personnel or business relationship through compliant, ethical, and full-disclosure sales practices. Stand behind association and dealer warranties direct and implied.
5. Commit to continuous professional improvement of management and personnel through XtraMile and industry educational opportunities.
6. Respond to XtraMile referrals within a 24 hour period from the date and time of receipt of electronic referral.
7. Communicate the value of XtraMile membership to customers, trade groups, fellow dealerships and RV community.
8. Provide XtraMile customers with written estimates for any repair work to be done.
9. Communicate openly, respectfully and honestly in XtraMile feedback forums.