

## ACNZ – Repair Cert Accurate Referral Assurance

Autochecks New Zealand is excited to announce our Repair Cert Accurate Referral Assurance. We stand by the quality of our inspections, and if your vehicle is referred to a repair certifier unnecessarily, we will take responsibility for the direct cost of the repair certifier's fees.

### Why Choose Autochecks New Zealand?

- **Trustworthy Inspections:** Our inspectors follow the Vehicle Inspection Requirements Manual (VIRM) strictly, ensuring if your vehicle fails with a repair cert referral required, that the referral occurs only when absolutely necessary.
- **Customer Assurance:** We aim to provide peace of mind with our services, knowing that you are covered by our Repair Cert Accurate Referral Assurance.
- **Commitment to Quality:** Our goal is to uphold the highest standards in vehicle inspection, minimizing unnecessary costs for our customers.

### Understanding Our Referral Process

As entry certifiers, sometimes suspect vehicle conditions are required to be referred to repair certifiers for a further detailed evaluation. These repair certifiers are qualified and approved by the New Zealand Transport Agency (NZTA), to determine how damage, rust, or existing repairs might affect a vehicle's structural integrity and/or safety. Only the repair certifier is qualified and approved to make this determination.

***It's important to note that entry certifiers are often bound and mandated by the used light entry VIRM to make repair cert referrals without opinion, so if a vehicle comes back without needing repairs, it does not mean an incorrect decision to refer it was made.***

We categorize repair certifier referrals as follows:

1. **Repair Certifier Referral:** A referral that has returned without repair but was referred correctly, in accordance with the used light entry VIRM.
2. **Incorrect Referral:** A referral that has returned without repair but was incorrectly referred because the used light entry VIRM clearly indicated that there was no need to have made the referral to the repair certifier in the first place.

## Assurance (Guarantee) Criteria

Autochecks New Zealand (ACNZ) will honor incorrect referral costs or reimbursement requests under (all) the following conditions only:

1. **Service Level Agreement:** A signed Service Level Agreement must be in place between the customer and ACNZ.
2. **VIRM Compliance:** The Vehicle Inspection Requirements Manual (VIRM) for Entry Certification must provide clear direction, and the repair referral must have been initiated by the inspector contrary to the VIRM's direction.
3. **Repair Certifier Determination:**
  - The repair certifier must determine that the vehicle should not have been referred based on the Entry Certification VIRM's direction.
  - This determination must not be just verbal but received in a written manner, either physical or electronic (email), which can be easily referenced.
  - This section is subject to review by the site manager committee, national operations manager, and technical auditor to examine the referral's validity.
  - The final determination from the New Zealand Transport Agency (NZTA) will decide if the referral was valid, which thus indicates if the onus of financial responsibility or reimbursement is warranted, or not.
4. **Exclusions:** The assurance guarantee does not cover instances where no repairs were needed, but the referral was in accordance with the VIRM, as acknowledged by the repair certifier, in writing.

For more information, contact us at [admin@autochecks.co.nz](mailto:admin@autochecks.co.nz) or visit our website at [www.autochecks.co.nz](http://www.autochecks.co.nz)