



Gold Seal Quality Assurance Standards CHECKLIST

Standard of excellent for quality assurance.
Becoming a Gold Seal Recycler has never been easier!
<https://aracertification.com/gold-seal>

Gold Seal Quality Assurance

- 7.01 Gold Seal facilities have clean parts. Will ROE Parts be cleaned (if necessary) before being delivered, shipped, or brought to the customer at the counter?
- 7.02 To ensure “NO SURPRISES UPON DELIVERY,” do you require designated personnel to perform quality or cleanliness checks?
- 7.03 Does your business have inspection and testing processes that lays out an inspection process of vehicles and parts as they are received into the facility?
- 7.04 Does your business implement and manage a formal system of employee quality checks and practices as the part flows through facility?
- 7.05 Are ROE Parts inspected following the dismantling process to verify and update their condition in the Inventory Management System?
- 7.06 Are ROE parts prepared to ensure that connectors are unplugged or disconnected cleanly?
- 7.07 Parts sold from flood vehicles may only be sold as allowable by state law. Does the facility have a process to ensure that ROE parts from flood vehicles are carefully inspected and tested prior to sale?
- 7.08 Are ROE major drivetrain components inspected during dismantling for collision damage and evaluated? *See question help for testing methods.*
- 7.09 Are ROE safety components that are determined to be defective altered in a way that prevents their reuse or resale?
- 7.10 Are ROE safety components stored in a manner that prevents damage or degradation?
- 7.11 Are ROE Tires inspected and sold in a condition that complies with all regulations for safe usage?





- 7.12 Are vehicles assigned a unique stock number that is applied to the vehicle and it's ROE parts?
- 7.13 Does the Inventory Management System maintain data that includes VIN, source, odometer, critical dates (purchased, dismantled, scrapped) for all unique vehicle records that provides traceability from the part source to the scrapping, coring, destruction, disposing, or sales destination?
- 7.14 Are ROE Parts accurately described in inventory using the ARA Parts Standards and Codes guide?
- 7.15 Is Part data available to the customer if requested or as required by Federal/State law?
- 7.16 Do ROE Parts include all the components listed in the ARA Parts Standard and Codes guide with any deviations noted in the part's inventory record?
- 7.17 Does your business implement and manage delivery process procedures and standards to ensure on-time delivery without any surprises?
- 7.18 Do you report delivery delays to the customer?
- 7.19 Do your price quotes include delivery costs?
- 7.20 Does your facility have a procedure to ensure the accurate loading of parts into company delivery vehicles and contacted carriers?

Warranty & Return Gold Seal Policy

- 7.21 Are all Return Policies and Warranty Statements in writing and available at the time of purchase either in store or via eCommerce with reference on the invoice?
- 7.22 For ROE Parts does Return Policy include a minimum of 30 days for at least store credit or exchange?
- 7.23 For ROE sheet metal parts are customers offered a limited warranty against rust and corrosion for a one-year period from the date of purchase?
- 7.24 For ROE mechanical parts does warranty include a minimum 90-day warranty on parts?
- 7.25 Do brokered ROE Parts have the same Return Policy and Warranty as the facility's ROE Parts policy?





- 7.26 Does your facility participate in customer satisfaction surveys through the Customer Research or an approved equivalent program?
- 7.27 Are customers encouraged to contact the ARA should they not be entirely satisfied with the product or service they received?
- 7.28 Does the business acknowledge that the ARA will not mandate a specific action be taken by a member regarding a complaint, but the number of complaints received and the ultimate resolution of each complaint by the Member will affect their continued standing as a Member of the ARA Gold Seal Program?
- 7.29 I understand that I have the right to use all copyrighted materials in a professional manner, as Gold Seal Certified Auto Recycler in good standing.

Certified Auto Recycler (CAR) Certification is required before Gold Seal certification may be attained. CAR Certification is compliance based on environmental and safety regulations required of an automotive recycling facility.

Most ARA members find that the CAR certification process adds value to their operation. *The certification process is the easiest and most straightforward way to compliance assurance at your professional automotive recycling facility.*

New and renewing CAR membership begins with ordering a certification tracking record. Order a CAR Record at <https://arauniversity.org/product/certification-record-car-gs/>

