



## Code of Ethics

Consistent with fair business practices, members of the Missouri Solar Energy Industries Association pledge to:

- Provide products and services in the customer's best interest.
- Be responsive to customer complaints and suggestions.
- Present honestly the capabilities, performance, and energy-savings potential of solar systems, products, repairs or modifications.
- Perform product servicing and repairs in a professional manner.
- Offer reasonable, clear, and understandable warranties on products and services.
- Promptly respond to and fulfill justifiable warranty claims.
- Advertise on bona fide prices for products and services.
- Sell products and services without reflecting unfairly on the products and services of competitors.
- Design, repair, install or modify equipment in a manner that complies with applicable laws, ordinances, and regulations.
- Provide solar energy products, systems, and services that meet high standards of quality and performance.

*By signing this document, I pledge to follow the MOSEIA Code of Ethics.*

*I agree to ensure all employees and subcontractors are aware of the MOSEIA Code of Ethics and accountable for their adherence to the pledge. I understand that if any employees/subcontractors representing my MOSEIA member company are suspected to be in violation of any part of the MOSEIA Code of Ethics, the company will be subject to MOSEIA Ethics Review which may result in loss of membership, with no refund of membership fees, at the discretion of the MOSEIA board.*

Signed,

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Signature

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Name (printed or typed)

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Business Name (printed or typed)