

Genuine Parts & No-Cheating Policy

Home & Repair Services

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Builds a genuine-parts and honesty policy — sourcing and using genuine/quality parts (or transparently offering options), honest diagnosis (no inventing faults or unnecessary replacements), transparent part pricing, and technician accountability — so customers trust that you do not cheat them, the core of a durable home-services brand. Use it to enforce honesty. For upselling ethics use the Upsell & Cross-Sell Guide.

Purpose of this tool & output

Build trust with honest parts and diagnosis

How the output is used

Use it as a genuine-parts and no-cheating policy — a trust policy on honest diagnosis, genuine parts and no unnecessary work.

Who receives it

It is an internal policy owned by the operator and applied to every technician and job, and communicated to customers as a trust promise.

Important cautions

Passing off local parts as genuine, inventing faults, or replacing working parts destroys the trust the entire business depends on; enforce honesty ruthlessly with checks, and show customers the replaced part. Trust is your only durable moat.

Companion documents

- Service Delivery SOP
- Quality Checklist & Before/After
- Warranty & Callback Handling
- Complaint Resolution SOP
- Customer Feedback & Rating System
- On-Site Safety Protocol

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.