

CODE OF PRACTICE FOR

MARTIAL ARTS RETAILERS

- 1.** Members shall give equal, courteous, polite and attentive service to all customers without regard to volume or frequency of purchases.
- 2.** Members shall ensure that advertisements, signs and promotional literature prepared by them or on their behalf are truthful and informative, and without any tendency to deceive or mislead.
- 3.** Members shall describe products accurately and without misrepresentation, both verbally and in writing.
- 4.** Members shall not illustrate or display articles that differ from those actually on sale.
- 5.** Members shall promptly investigate complaints and take necessary or appropriate steps to redress any wrong.
- 6.** Members shall not use unfair or misleading comparisons in order to induce purchase of one brand or product rather than another.
- 7.** Members shall inform manufacturers or distributors and relevant authorities if they have reason to believe that a product will endanger the health or safety of a user.
- 8.** Members shall take immediate steps to withdraw from sale any item recalled by a manufacturer or proclaimed unsaleable.
- 9.** Members shall take all possible steps to inform and educate employees dealing with the public on the application of this Code.
- 10.** Members will take all possible steps to inform and educate industry participants and members of the public about the Martial Arts Industry's Code of Practice.
- 11.** Members reserve the right to refuse the sale of any martial arts weapon to any person.