



Association of Progressive Rental Organizations
The Official Voice of the Rent-to-Own Industry

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Rent-to-Own Code of Ethics

FOR MEMBERS OF THE ASSOCIATION OF PROGRESSIVE RENTAL ORGANIZATIONS

1. Members shall abide by the articles of incorporation and the bylaws of the Association of Progressive Rental Organizations.
2. Members shall develop and encourage the practice of high standards of personal and professional conduct among themselves.
3. Members shall provide high-quality rental goods and services to their customers and to the community in which they live.
4. Members shall respect the privacy of their customers.
5. Members shall uphold and improve the integrity of the industry by affirmations of truth and fairness, by building good will and by providing beneficial goods and services to customers and others concerned with the industry.
6. Members shall provide opportunities for the interchange of experiences, opinions and knowledge through meetings, discussions and publications, for the improvement of the industry, for the benefit of customers, suppliers and the community.
7. Members shall provide and maintain a clean and orderly place of business that is inviting to their customers.
8. Members shall maintain their inventory in a clean, safe and operating condition and furnish the best products available for customer rental.
9. Members shall establish and maintain prices of their products and services for economy, convenience, and maximum benefit to their customers and to obtain a reasonable profit for themselves.
10. Members shall promote the use of rental goods and services and shall educate members and the public in the advancement, improvement and uses of the rental industry.
11. Members shall recruit employees of other members only during an employee's personal time and never on or about the premises of other members.
12. Members who successfully recruit the employee[s] of another member shall insist that the employee[s] return all confidential and proprietary information, including customer lists, to the former employer without making use of any such information.
13. Members shall promote the purpose and effectiveness of the rental industry by any and all means consistent with the public interest.
14. Members shall adhere to the collection practices policy of the association.