

**CODE of PRACTICE for National Kitchen & Bathroom Association (NZ) Inc.
to regulate dealings between members of the NKBA and their customers**

Attainment of high standards of workmanship and good conduct are requisites of NKBA membership and consequently retraining and the furtherance of knowledge and advancements taking place in the industry, together with a reasonable level of active involvement in Association activities are expected of members.

One of the prime objectives of the Association is to present both itself and its members to the public as responsible and reputable businesses. Therefore, customers have a right to expect a satisfactory standard of service at a realistic cost and protection from a sub-standard quality of workmanship. Members are required to guarantee all work in accordance with the Consumer Guarantees Act or amending legislation.

Members are required to comply with the Association's established dispute procedure, which may include submitting to arbitration. Should a dispute arise and the Association through its disputes procedure, or by an award of the appointed arbitrator, returns a finding in favour of a customer, then the member involved will be expected to rectify, or put in order, the complaint with reasonable dispatch according to the requirements and findings of the case.

The aims of the Association's Code of practice are:

1. To maintain and enhance the reputation and good name of the Association and its members.
2. To ensure that the public interest shall predominate in all considerations of competitive trading between members.
3. To establish a framework whereby complaints by consumers may be resolved by arbitration or conciliation when disputes cannot be settled directly between member and customer.
4. To foster properly regulated competitive trading by and between members of the Association, which will best serve the public interest, and the well being of the industry.
5. To encourage the growth and development of the Kitchen and Bathroom industry consistently with the above aims.

It is the responsibility of each member company to ensure that effective work is carried out at a cost which is fair and reasonable to both user and member.

- A member shall not make any statement or comment to the media which involves the Association. Any comment, statement or representation affecting the Association is to be sanctioned or cleared through the National Executive Committee of the Association or its President.
- All claims, descriptions and advertisements as to products, services and Association membership shall be legal, honest and truthful and comply with existing legislation and with the letter and spirit of the codes and standards set by the Advertising Standards Authority and the Independent Broadcasting Authority.
- Members shall, where appropriate, offer customers a written estimate of the cost of the intended work. Members should also obtain the customer's express permission to any substantial increase in an agreed estimate. The method of payment required shall be notified to the customer before work is started.

- Members should, where possible, give an estimate of the time required for the work to be carried out and shall make every effort to inform the customer if this time estimate cannot be met.
- Members shall provide a guarantee (which shall not detract from a customer's rights at law) to exchange or repair any defective product by reason of defective material or workmanship, within the warranty period. The warranty shall be limited to repair of any product that has not been abused in any way or damaged by wear and tear, neglect, improper use or failure to maintain in accordance with the manufacturer's recommendations.
- All work undertaken in relation to warranty repair or replacement shall be performed expeditiously and with reasonable care and skill and to the customer's reasonable satisfaction.
- All members should maintain a complaints book from which an analysis of complaints about activities covered by the Code of Practice can be obtained. Members should take action based on this information to improve their service to their customers.
- Members shall act according to the aims of the Code of Practice and the foregoing specific provisions shall not be deemed to be comprehensive in expressing those aims.
- Members shall observe not only the letter but also the spirit of the Code of Practice and shall familiarize themselves and their staff with all the provisions of the Code of Practice.

The constitution of the Association contains provision for the enforcement of the Code of Practice by the National Executive Committee in accordance with a formal procedure established by that Committee. In the event that a member's behavior to a customer is found to have fallen below the standard set by the Code of Practice, the penalties which may be imposed are reprimand and/or a fine or termination of membership of the Association, subject to consideration of any formal submissions by the member concerned that a penalty should not be imposed. Any penalties imposed and the reasons thereof may be published in an Association journal or newsletter.

ASSOCIATION LOGO:

NKBA Membership bestows upon a business the privilege of using the Association's distinctive logo. The logo is the intellectual property of the Association and consequently its use and display can only be with the approval of the Association. Unauthorised use may mislead the public and could be in breach of the Fair Trading Act or other legislation. The Association seeks to ensure that its style and status should be enjoyed only by those industry members who continue to meet its criteria and will take action, where necessary, to defend the interests of its financial members.

We/I have read the NKBA Code of Practice and agree to abide by them.

Signed:..... Date:.....