



## WELCOME TO THE KSA

**The objective of this booklet is to give you valuable information about the Kitchen Specialists Association (KSA) and how it can help you make well-informed choices when looking to purchase a new kitchen. Thousands of people have kitchen installations completed successfully. How do they do it? The answer is proper planning – know what you want, what you can afford and use a reputable company.**

The KSA is the only body that exists to regulate and support the kitchen industry and its client. As there is no government regulation of the industry the KSA was started in 1989 so that the industry could self-regulate.

The association was started with a fundamental mission and vision:

- 'To create a professional and stable trading environment in which the industry can prosper and consumers can enjoy peace of mind.'
- 'To be a national organisation, representing the countries reputable kitchen manufacturers and associated product suppliers with the purpose of offering the public peace of mind by association as well as facilitating solution driven resolutions between members and consumers in areas of dispute.'

The KSA has three main stakeholders: the consumer, the kitchen manufacturer and suppliers to the kitchen industry. The needs of each of these stakeholders is intertwined and as you benefit and assist one, you do so the others.

An important role of the KSA is to protect the rights of the consumer. Because membership of the KSA is voluntary, consumers have peace of mind that by working with a KSA member they are working with a company that has chosen to be held accountable by an objective third party. As such the KSA can only offer the consumer assistance and protection if they choose to work with a registered KSA member and make use of the facilities put in place to afford them protection and security.



Whatever the budget or spec the KSA has members who can fulfil your brief whether it be DIY, a locally manufactured product or an imported product.

It is vital that, before appointing a company, membership is confirmed on the KSA website.

**ksa**  
The Kitchen Specialists  
**ASSOCIATION**



## **KSA MEMBERSHIP IS GRANTED IN THREE FIELDS:**

**Kitchen members** - Companies that manufacture and/or install kitchens - these companies are required to offer a minimum guarantee of one year on their product and installation. They must also have a showroom where you can view the quality of their product.

**Supplier members** - companies that are affiliated to the kitchen industry by supplying a wide range of products and services to the industry.

**Stone & Surface Fabricators** - companies that process and fabricate surfacing materials.

By ensuring your kitchen company is using products supplied by a KSA registered supplier or fabricator you increase your safety-net for recourse in a dispute.

The KSA has a strict code of ethics to which all members subscribe. The code covers manufacturing, installation and service standards. Membership is not easily awarded and member's references are screened on their application. Members must have been trading for a minimum of three years, pass a reference check and be in good standing within the industry. All members must also agree to abide by any ruling handed down by the KSA or risk suspension or expulsion from the association.

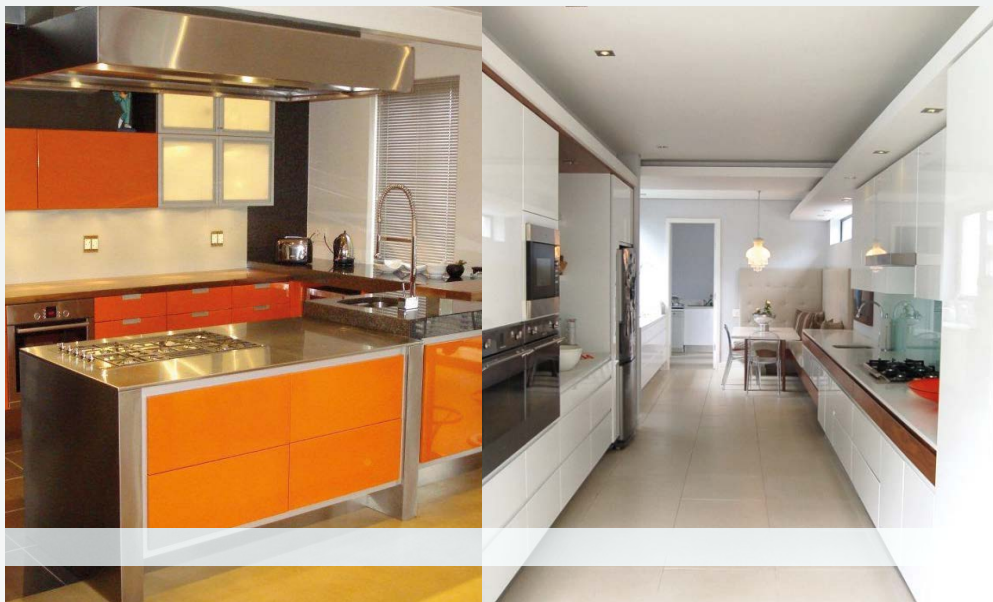
## **THE KSA HOLDING ACCOUNT:**

The KSA Holding account offers a safe place for disputed funds, deposits and final payments. It can be utilized at any time by agreement between both parties and at no cost to the consumer. Use of the holding account is the only way the KSA can afford protection to a customer's funds.



This facility facilitates a sense of trust between the parties. It gives the kitchen company comfort in knowing that the needed funds are available, while allowing the customer to retain control of the release of those funds. Application forms to utilize the account as well as information on how the account works can be downloaded off the KSA website.

It is an industry standard for kitchen companies to request a 50% deposit on signing of the contract, a further 40% on delivery of carcasses to site. The final 10% is payable on completion of the work and signing off of the job.



As an industry body the KSA provides advice and guidance. KSA staff are happy to assist both consumers and industry players with any questions or concerns they may have related to the industry or a new kitchen project.

In the unfortunate event of a dispute arising between a KSA member and their client the incident can be reported by downloading the dispute registration forms off the KSA website. KSA undertakes to assist with any legitimate complaint that falls within the kitchens installation and guarantee period. The KSA's mediation service aims to provide a fair and equitable resolution to the problem without it having to turn legal.

For further information and a full list of members please visit the KSA website or contact your regional KSA office.

Please visit our web site [www.ksa.co.za](http://www.ksa.co.za)

*The KSA Team*



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