

CODE OF ETHICS

MEMBERS OF THE KITCHEN SPECIALISTS ASSOCIATION AGREE TO:

- ✓ Advertise in an ethical manner, avoiding misleading offers and discounts.
- ✓ Apply the accepted principles of quality and functional design to achieve the highest standards of practical layout and aesthetic appeal.
- ✓ Avoid unfair, unreasonable or unjust pricing structures including price fixing and collusion.
- ✓ Abide by any ruling handed down by the KSA in the event of a dispute.
- ✓ Ensure they are legally compliant with Government requirements for the kitchen industry and a registered business.
- ✓ Provide a safe working environment on their premises, in accordance with Health & Safety standards, for employees and visitors alike.
- ✓ Provide the highest level of service to customers before, during and after the installation.
- ✓ Provide the highest quality of product, ensuring that the best materials are used in the specific area of the market in which they trade.
- ✓ Refrain from attacking competitors by reflecting unfairly on their products, service or business practices, or infringing on their intellectual property.
- ✓ Strive to promote and improve the image of the kitchen, bedroom & bathroom industry through their work and dealings with the consumer.
- ✓ Trade in an ethical manner, according to accepted business practice and the requirements of the Consumer Protection Act.
- ✓ Work for the improvement of standards in the industry, by contributing to research and development and improving training levels.
- ✓ Abide by the KSA's rules and by-laws
- ✓ Ensure they, their staff and representatives abide by the KSA's Code of Conduct.

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The Kitchen Specialists
ASSOCIATION
MEMBER