



DO YOU KNOW WHAT PRODUCTS YOUR KITCHEN COMPANY IS USING?

So, you have selected your kitchen company. The design is right and the price is right, but what do you know about the products and materials the kitchen company will be using to make your dream kitchen?

There are a lot of component parts that go into making a new kitchen – board, hardware, tops, edging and doors. It is important that you know where these component parts are coming from. Is the supplier reputable? Does the product have a guarantee/warranty? Are the suppliers locally represented? Your kitchen quote should tell you a bit about who is supplying what, but a quote won't necessarily tell you who has manufactured the board or supplied the edging. It is sound practice to ask for confirmation as to what material is being supplied and from which company.



South Africa is a growing market, and is seen by many international manufacturers as a growth opportunity. As such, there are new products coming into the market all the time; some brought in and represented by the manufacturer

themselves, and some by an agent. These products vary vastly in quality and price. Having a variety of products and materials available on the market is not a bad thing. Different people have different budgets, and different kitchen companies focus their expertise on different price brackets. It is logical to assume that the more cost effective your kitchen, the less expensive the products used to make it will be. Unfortunately, you will find unscrupulous companies who will allow you to think your kitchen is being manufactured with high end materials and charge you accordingly, but in reality, they use less expensive materials with shorter or no guarantee. They can do this by avoiding specifics on their quotation. If they have not committed to supplying you a certain level or brand of material and/or hardware, they are protected should you try and contest the materials used.

Our advice would be to ensure that your quotation is as detailed as possible and that you then research the suppliers your kitchen company is using. This will allow you to establish





what recourse or guarantee is offered should the material or product be defective, and where their closest representatives are located. In some cases, particularly with the supply and fabrication of worksurfaces, it can be a good idea to visit both the stone supplier, to view and select a slab, and the fabricator, to understand the do's and don'ts of the material once installed. In the case of a stone fabricator, you also need to ensure they are registered with the correct industry bodies. In some provinces, stone fabricators are required by law, to be registered with the Building Industry Bargaining Council. Working with an unregistered fabricator could lead to you being fined.



We would also recommend that you check to see if the supplier is registered with the KSA. KSA suppliers' products do not all offer the same price point or guarantees. The KSA has members that cater to all markets. As such, it is important to compare apples with apples and research what the differences are between the various product offerings. What is important to note though, is

that no matter what price bracket or guarantee the product offers, you are afforded the same KSA assistance should there be a problem with the product or material. All KSA suppliers are required to offer the minimum warranty/guarantee for their type of product as stipulated by the Consumer Protection Act, and all have agreed to work with the KSA and comply with a KSA ruling in the event of a dispute. This undertaking speaks volumes for the supplier as they are choosing to support the kitchen company and the consumer by being held accountable by a third party.

Most important to remember is that if you appoint a KSA kitchen member to manufacture and install your kitchen and they, in turn, use KSA suppliers; the scope of assistance the KSA can offer you in a dispute is far greater. Ensuring you have the greatest scope of protection in place is the best thing you can do for your peace of mind.

