

Consumer Guide

- Kitchens
- Bathrooms
- Bedrooms
- Home Offices



Choosing the right retailer for your project

Your local KBSA member - always delivering specialist knowledge and high quality home improvement design and installation



Welcome to Complete Reassurance

High quality home improvement is a way to add value, space and comfort to your home.

Hundreds of nationwide KBSA kitchen, bathroom, bedroom and home office retailers are dedicated to upholding the Association's high standards of design, supply, installation and customer service.

All provide information and advice that lets you make all the right decisions about your particular project.

This practical guide ensures that before you commit to a substantial investment, you know where to buy and what checks to carry out.

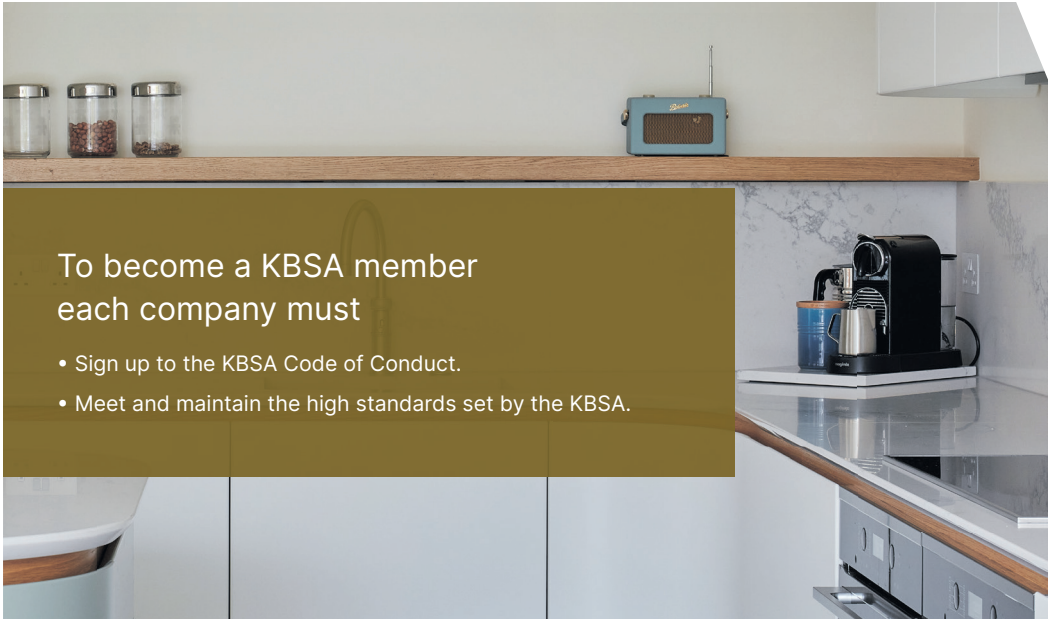
You can also find details of all KBSA members on our website:

www.kbsa.org.uk or by calling our Head Office on **01623 818808**.



How the KBSA can help

The Kitchen Bathroom Bedroom Specialists Association (KBSA) is made up of independent retailers and the industry's leading brands. All have a shared commitment to promoting professionalism in the industry.



To become a KBSA member each company must

- Sign up to the KBSA Code of Conduct.
- Meet and maintain the high standards set by the KBSA.

Finding the right retailer for your project

KBSA members can help you realise your dream of a new kitchen, bathroom, bedroom or home office and manage the process for you so you don't have to!

KBSA local specialists will spend time learning all about your needs, hopes and wishes for your room and often work with architects 'builders' plans to ensure the space flows well.

KBSA retailers enjoy spending time with their clients making sure that every detail is considered and met.

TIPS

Before you decide on a retailer, it's a good idea to carry out a few key checks:

- 1 Make sure they have a showroom where you can inspect the quality of the product and installation.
- 2 All KBSA members must have a showroom.
- 3 Make sure they have a good track record of installations.
- 4 All KBSA members will have achieved membership of the Association only through meeting a number of stringent criteria.
- 5 Make sure retailers are aware of the Building Regulations including gas safe requirements for your project.
- 6 All KBSA members are always kept informed about the latest regulations and requirements.



Be Inspired

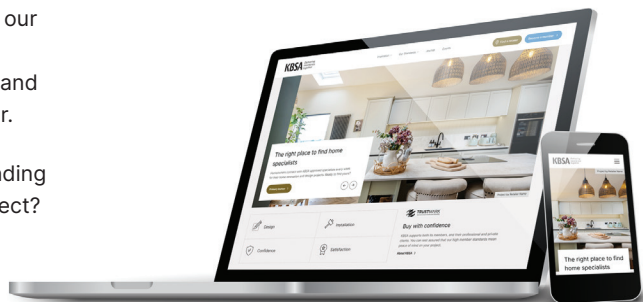
Find a retailer. Buy with confidence.

The KBSA website lists all of our members and their contact details. The KBSA website has many completed projects you can view for inspiration.

We are proud to showcase our members and their work – demonstrating expertise and assion to you the consumer.

Need inspiration or help finding a retailer for your next project?

www.kbsa.org.uk





Getting started

You've found the retailer you think you want to use – what next?

- 1 If they don't insist on a site survey before quoting, walk away there and then.**

Some may be able to give a ballpark figure, but other than that, be wary, as no two projects are exactly the same.

- 2 Check that the kitchen, bathroom, bedroom or home office designer is indeed a designer, employed by a company with a local showroom.**

If it's actually a high-pressure sales person pushing you into making a hasty decision and paying a deposit there and then, the rule is simple; don't. Also, never sign anything from a salesman who visits your home without first taking qualified advice.

Remember, good retailers will ask questions as well as answer them. They'll want to know your thoughts on budgets, so that they can pitch what they've got in the right price range for you. They may also ask about your lifestyle – the way you live your life will influence the design they will create.

- 3 Ask the retailer whether you can visit previous customers in your area.**

If they are happy for you to do so, that is a good sign. Also be sure to ask them how long they think the job will take to complete so you're both thinking along the same lines.

- 4 All good retailers will ask for a deposit**

KBSA members, request a deposit – and then you will be asked to agree a schedule of payments for the balance based on delivery and completion dates.



- 5 Before any money changes hands, get a copy of a written estimate that details every aspect of the job – it will save you a lot of hassle should the unthinkable happen and things start to go wrong.**

Read through it carefully and make sure it covers the fitting of cabinets and appliances, tiling, flooring and any structural alterations you need. Only then will you be able to make a fair comparison and a well-informed decision between quotes.

- 6 Finally, never sign anything unless you have read it through fully and you're prepared to honour your side of the contract.**

Some Terms and Conditions have expensive cancellation clauses written into them, so check thoroughly and, if you're in any doubt, contact the KBSA for advice.

“Modern Homes are affordable, have excellent resources and specialist expertise. Karl, their fitter, insists on perfection every time!”

KBSA Retailer: Modern Homes
Customer: N. Parkinson



Five steps to a perfect job

Unfortunately there are no hard and fast rules when it comes to home improvements, but generally speaking you should expect the project to progress in these five stages:


- 1 The retailer will visit your home, carry out a survey of the site and discuss all the relevant details about what you need and desire in your project.
- 2 They will return to the showroom where their designer will produce a set of design plans. Serious thought and a great deal of time need to go into the design – it pays dividends in the end.
- 3 Once the designs are finished the retailer will contact you to talk them through with you and, according to your needs, refine the design.
- 4 When you're happy with the design and the costs, a contract will be drawn up which you will be asked to sign – read it thoroughly before you do. And ask questions beforehand if you need to – it's in your interests as well as theirs.
- 5 You'll then pay a deposit of the total cost and be asked to agree a payment schedule which will be part of the contract, and as such will be legally binding.



Complete reassurance

Download the free KBSA Customer Charter.

Visit www.kbsa.org.uk or call **01623 818808** for a copy.



"It's been a pleasure dealing with you, to be totally honest the only reason we bought from Two Guys was you. Both Jane and I were bowled over by your enthusiasm and energy, if you could bottle that up and sell it (minus the hair gel) you would be a wealthy guy, but more over there would be a lot more happy and enthusiastic people."

KBSA Retailer: Two Guys
Customers: Lee and Jane



Be Inspired

Not only will we steer you in the right direction when choosing the ideal retailer to take care of your home project, the KBSA will also help let loose your imagination.

From the latest kitchen design styles to innovative bathroom solutions, we will also offer guidance on design, style, space, colour and trends.

Our website contains all sorts of hints and tips to guide you through the latest developments. It includes advice on everything from new styles and colours to energy saving and safety features. Head to the brochure section where you can browse and download PDFs, or request a brochure free of charge from a selection of leading brands of furniture, appliances, sinks, taps, lighting etc.





Our Members

Hundreds of kitchen, bathroom, bedroom and home office showrooms throughout the British Isles are run by KBSA members.

Every member must follow a professional, approved Code of Conduct, and will have achieved membership of the Association only through meeting a stringent criteria, and by maintaining the high standards insisted upon by the KBSA.

Members are monitored constantly including customer testimonials to ensure the quality of the workmanship and service on contracts they have completed, before renewing their annual membership.

The KBSA is also supported by over 100 of the industry's leading brands who have joined as KBSA Partners. They're all committed to delivering the high standards we demand and you deserve.



Look for the sign

KBSA members give you total peace of mind.



Why choose a KBSA member?

1 Design

A personal design service offering innovative design advice to perfectly complement your home.

2 Confidence

Excellent value for money with plans and prices agreed in advance and complete peace of mind.

3 Installation

Installation by fully qualified local specialists, with everything arranged for you.

4 Satisfaction

The whole job completed on time and on budget, leaving you with the reassurance that the after sales team will take care of you when your project is complete.



The highest professional standards
and services... for smiles, all round.
That's what you get with the KBSA.



When customers see the KBSA logo, they can relax
in the knowledge that they will be satisfied.

Our members, all independent specialist
retailers in the kitchen, bathroom,
bedroom and home office sectors, are
proud to display the logo – because it
proves that they're upholding the highest
standards of professionalism and service.

KBSA, the Kitchen, Bathroom, Bedroom
Specialists Association, is committed to
upholding those standards in every
area, from displays to design, planning
and installation.

Every one of our members offers a full
personal design service which delivers the
perfect solution for your specific project,
that doesn't just guarantee a beautiful and
stylish end product – it also includes full
project management throughout, with a
high level of customer focussed service
with clear communication at every stage.

With a KBSA member, customers aren't
palmed off with an off the shelf design
or the 'offer of the month' – their kitchen,
bathroom, bedroom or home office is
designed exclusively for them, from start
to finish. And there are no hidden costs –
everything is pre-agreed and transparent.





Got a complaint? No Problem

We set the highest standards for our members, so if we receive a complaint against them we take it very seriously.

We always investigate and in most cases problems are resolved through the KBSA ensuring better communication between parties. We can't legally enforce any resolution of a dispute you have with a member, but we'll do everything we can to help settle your differences.

If you do need to make a complaint about a KBSA member, just call our Head Office on **01623 818808** to request an information pack or visit **www.kbsa.org.uk**



Our Charter – Customers know they can trust KBSA

KBSA retailers are committed to excellence in everything they do from concept to completion.

- 1** Our members have a showroom so customers can see their craftsmanship on display, helping them make their choice.
- 2** The information, drawings, plans, illustrations and quotations of KBSA members will all be down in detail, so there are no areas of confusion or contention.
- 3** KBSA members work with you to stay on time and budget. They offer ongoing support and deal with any issues professionally.
- 4** KBSA members communicate with you throughout the process, project planning each project to ensure their customers have complete peace of mind and achieve the quality design and results you are looking for.

Contact us

KBSA, Mansfield Innovation Centre, Oakham Business Park,
Hamilton Way, Mansfield, Notts NG18 5BR

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