

Code of Conduct for the Kitchen Bathroom Bedroom Specialists Association

Every KBSA Member is committed to following this Code of Conduct – a comprehensive assurance of great service, ensuring that every aspect of their customers' projects are conducted professionally.

- ✓ KBSA Members work hard to meet and maintain the high standards of the KBSA, including our continuous vetting.
- ✓ They gain a competitive advantage in the market through meeting KBSA standards, and displaying the KBSA logo and certificate of membership.

The Code should be read together with the KBSA Customer Charter

For ease of reference, we refer to KBSA Members & KBSA Approved Members as "KBSA retailer(s)" or you, and the customers of goods and services as "customer(s)", and KBSA as we, our or us.

1. Aims of the Code of Conduct

To set out the responsibilities, conduct and ethics to be followed by all KBSA retailers.

2. Scope of the Code of Conduct

2.1. The Code provides information on what is expected of you when you become a KBSA retailer.

2.2. The KBSA retailer shall be fully responsible for all employees, and where appropriate, sub-contractors in meeting the Code's standards.

2.3. The Code is independent of existing consumer legal rights.

2.4. All KBSA retailers (including all directors, employees and/or sub-contractors of the KBSA retailer) must respect and uphold the Code as a condition of membership to the KBSA. Failure to comply with any part of the Code may result in the termination of your membership of the KBSA at our absolute discretion.

2.5. The terms of the Code may be changed by us by providing the KBSA approved member with twenty-eight days' notice.

3. As a KBSA member

You shall:

3.1. Be open and cooperative with us in regard to all elements.

3.2. Comply with the terms and conditions of the KBSA Rules.

4. Customer care

You shall:

4.1. Comply with our 'Customer Charter' document.

4.2. Provide full contact and ownership details for the business on your website, if any.

5. Professional conduct

You shall:

5.1. Act diligently and in accordance with the technical and professional standards of the KBB industry.

5.2. Only carry out work that falls within your professional competence and exercise due care and skill at all times.

5.3. Act responsibly and professionally.

5.4. Respect the confidentiality of information that you obtain through work and business relationships.

5.5. When supplying goods only, supply goods that correspond to their description, are of satisfactory quality and fit for purpose, and that comply with all applicable and current legislation.

6. Quotations, contracts and other documentation

You shall:

6.1. Supply to the customer written details of the work to be carried out including materials supplied, and the costs associated including all taxes and other costs that may apply or affect the final price. Details of any deposits or staged payments together with timings for work agreed should also be shown.

6.2. Provide the customer with written confirmation of any contract entered into, or a copy of the contract and the written information you are required to provide.

6.3. Maintain full records of all customer correspondence and documentation, and retain such information for a minimum period of 2 years.

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7. Payment

All invoices must:

- 7.1.** Be supplied to the customer and include clear payment terms as agreed in writing.
- 7.2.** Provide a breakdown of any additional works/ costs undertaken.
- 7.3.** Include your VAT number and indicate whether all prices are inclusive of VAT (if VAT is applicable).

Interim payments

- 7.4.** If there are to be interim payments, they should be agreed in advance for set stages and payment made in completion of those stages.

8. Guarantees and warranties

Any guarantee(s) provided to the customer should:

- 8.1.** Be appropriate to the product or service that you are supplying, and should be accompanied by a statement that nothing in the guarantee affects the consumers statutory rights.
- 8.2.** Cover the labour and materials that formed part of the completed work.
- 8.3.** Not affect the customer's common law and statutory rights.
- 8.4.** Clearly explain its terms and duration.
- 8.5.** Clearly explain where the operation of a guarantee is conditional upon appropriate use or maintenance by the customer.
- 8.6.** Where relevant and legally viable, pass on a manufacturer guarantee to the customer.

9. Building regulations

You shall comply with all aspects of current Building Regulations and ensure that your contractors comply as necessary.

10. Employment, health and safety, education and training

You shall comply with all aspects of current Health & Safety Regulations & Employment Regulations.

11. Insurance

You must

- 11.1.** Maintain adequate insurance policies to cover all relevant risks including, but not limited to, employers and public liability insurance.
- 11.2.** Provide evidence of all relevant insurance policies upon request.

12. Advertising

All advertising relating to the products or services provided by the KBSA retailer shall be legal, decent, honest and truthful and all claims howsoever made must be able to be justified.

13. The KBSA and TrustMark Logos

You must use the KBSA and TrustMark logos solely in connection with your approved business activities as part of your membership.

14. Marketing and publicity

The ways in which you may refer to KBSA is set out in the KBSA website members area. You must not, in any event, present KBSA in a detrimental, unfair or malicious way, or in any way that damages KBSA's reputation or goodwill.

15. Complaints policy

You shall

- 15.1.** Document all complaints received from customers in a written complaints log and retain this information for a minimum period of 2 years.
- 15.2.** Acknowledge and offer a course of action to the customer within 14 days for all complaints.
- 15.3.** If agreed by the customer, carry out such remedial action within the agreed timescale.
- 15.4.** Try your best to settle complaints amicably with the customer.
- 15.5.** Offer customers full details of why a complaint will not be upheld if relevant.
- 15.6.** If complaints cannot be resolved between you and the customer you will cooperate with the KBSA Complaints Procedure and comply with any decision in relation to the complaint.

16. KBSA Complaints Procedure

You agree that, as a KBSA member, you shall be subject to the procedure and requirements of KBSA's Complaints Procedure.