



PROTECT YOUR GUARANTEES

When considering who will supply your new kitchen; one of the important items to weigh up is what guarantees will be in place on the kitchen and the materials. While the Consumer Protection Act affords you some protection with its prescribed guarantee of a minimum of six months, most companies have their own guarantee terms. While these terms may seem generous, it is important to understand the nature of the terms and the requirements to fulfil them.

Choosing a kitchen company registered with the Kitchen Specialists Association ensures that you are given a minimum of a one-year guarantee on the workmanship. Should you have concerns, or be dissatisfied, you can contact the KSA at any point in the guarantee period. It is important to note that this guarantee will exclude natural wear and tear, abuse or water damage.

It is crucial that you thoroughly understand what guarantees are in place for the components and materials used in your kitchen. Your kitchen company should be able to advise you on the details of which components have guarantees, what it covers and for how long. If they don't, it is your responsibility to do your own due diligence and read through any guarantee paperwork that is given to you and ensure you understand and comply accordingly.

Certain board products will be covered against the de-lamination of the edging as well as the laminate. This may be subject to certain conditions like which service provider has done the cut and edge. Exposure to excessive water, sunlight or any other condition not normally found in an interior application, can result in the guarantee becoming null and void. Some board suppliers will offer a certificate of guarantee, you can ask your kitchen manufacturer more about this.



Domestic appliances all come with their own individual guarantees. These guarantees require that the appliances are correctly installed by a qualified person in order for the guarantee not to be void; this requirement is also of utmost importance to ensure you receive your certificate of compliance so that in the event of an insurance claim, your appliance would be covered. They also require that adequate ventilation has been given to the appliance; this is particularly important with built-in and integrated appliances.



Good quality hardware products normally come with a guarantee. The nature and duration of the guarantee can vary. Again, proper installation and maintenance is required for the guarantee to be in place. Unfortunately, given the corrosive conditions our coastal areas experience, rusting of chrome or steel components and accessories is not a guarantee any hardware supplier can offer.

Sinks often carry a guarantee against corrosion and manufacturing defects however, the stainless-steel grade and the duration of guarantees can vary between suppliers. The guarantee could also be void if you store certain corrosive chemicals under your sink, defrost frozen goods in your sink or on your drainer, or don't have the sink installed by a registered plumber.

Sink Mixers, again, depending on the brand or supplier, will often carry a guarantee on the body construction against manufacturing defects, as well as on the cartridge and select internal components.

Worktops and surfacing would be subject to two guarantees, one against workmanship (normally furnished by the fabricator) and the other against product defects (furnished by the material supplier). It is essential that you sign off the workmanship of the installation separate to that of the kitchen, in order to receive the full benefits of the guarantee

from the fabricator. If you do not sign off the worktop installation separate to that of the kitchen cabinetry installation, any dispute arising from the worktop installation or condition of such, can be subject to a rebuttal with a claim that any multitude of people with access to the site could have inflicted damage from installation to sign off.

Most stone suppliers require you to register your stone guarantee online in order for it to be valid. Be sure to confirm this with your kitchen manufacturer whether this duty falls to you as the homeowner, or your fabricator. If this step is not concluded within the required time period, your stone will not be covered against patent defects. Most surfacing material guarantees are also reliant on you caring for the material correctly and within prescribed guidelines. Cleaning it with the incorrect or abrasive detergent and/or substance, or exposing it to thermal shock, can render the guarantee null and void.

Many products claim a lifetime guarantee. It is vital that you understand what is meant by the term 'lifetime'. 'Lifetime' does not mean for the duration of your life. It refers rather, to the predetermined acceptable lifespan of that particular product if cared for and maintained under optimal conditions. There are, likewise, exclusions to these guarantees such as the change in original ownership of the residential premises – the lifetime guarantee would not transfer to the new owners. The supplier should be able to give you a clear indication of expected lifespan of the product you have selected.



A FINAL REMINDER THAT ALL GUARANTEES HAVE EXCLUSIONS, THESE INCLUDE, BUT ARE NOT LIMITED TO:

1. Damage related to subsequent alterations, misuse, negligence and/or careless use or abuse of the covered items;
2. Damage resulting from fires, storms, electrical malfunctions, accidents, floods, sub-grade moisture conditions, leaks, water damage or acts of God;
3. Damage related to customer's failure to observe any instructions from the kitchen manufacturer and/or requirements of the manufacturer with respect to the product;
4. Incorrect installation of the products;
5. Normal wear and tear or colour variations caused by the passage of time, light, steam or vapours or other such factors associated within the kitchen and/or living environment.

It is crucial that you keep a paper trail of all items that you have purchased. Make sure you sign off on your kitchen and its worktops upon completion. Keep receipts and/or proof of purchase for all the other products and supplies that make up your kitchen investment and ensure you register your guarantee online or via submission of paperwork if required. Do your due diligence in understanding the materials and components you have selected and the maintenance required to keep these in an optimal condition and ensure the longevity of such items.



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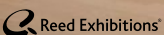
DECOREX JOBURG // 6 - 9 AUGUST
4 DAY SHOW, GALLAGHER CONVENTION CENTRE

100% DESIGN SOUTH AFRICA // 6 - 9 AUGUST
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4 DAY SHOW, DURBAN EXHIBITION CENTRE



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All trade are strictly vetted.

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