

Nicholas Anthony.



INSTALLATION SERVICE

KITCHENS * BATHROOMS * BEDROOMS

www.nicholas-anthony.co.uk

“ Our company has aspired to provide every client, developer, interior designer or architect with the ultimate in luxury kitchen design through professional management and creative innovation. Our award-winning design teams have repeatedly produced kitchens that not only provide comfort and functionality but also inspire, presenting luxury concepts that challenge convention and advance the industry. ”

TONY NICHOLAS, MANAGING DIRECTOR

Congratulations and thank you for choosing a kitchen or bathroom from Nicholas Anthony.

This document contains important information about our procedures and the way we work. It also aims to answer the more frequently answered questions. We strive to provide an efficient and professional service, so do not hesitate to ask if you have any queries. We will work to these guidelines and no alterations by either party will be accepted unless agreed by Nicholas Anthony in writing.

I HAVE PAID MY DEPOSIT - WHAT'S NEXT?

Once your drawings, goods listing and scope of works have been agreed between you and our sales consultant, the order for your purpose made kitchen will be passed to our Operations Department for processing.

It is the policy of Nicholas Anthony to appoint a Customer Services Coordinator and a Project Manager (PM) to every project to provide efficient communications and the best possible customer service.

Our experienced Customer Services Coordinators will be responsible for the delivery of goods, installation scheduling, and collection of any balances due at the appropriate time. They will be available to answer any queries you may have along the way and will keep you updated with progress reports.

Our Project Managers are responsible for the quality of the installation and service on site. They will be your primary point of contact once the project commences and will ensure regular visits to site and meet with you as and when it is necessary.

PROJECT MANAGER 1ST SITE VISIT

Once we receive your full 25% deposit we will arrange for the design consultant and Project Manager to visit the site to make a number of checks. These will include site measurements, access and storage arrangements and to establish your preferred installation dates.

Our aim is for the meeting to take place within 5 days of receipt of full deposit.

Any dates discussed at this initial meeting will be provisional and subject to the manufacturing time needed for your particular products and finishes.

The PM will ascertain your requirements and give an indication of what can be realistically achieved.

If any amendments are required to the design as a result of our initial site check, you will be advised and asked to sign-off the revised drawings and any contract changes.

Once we receive the final signed contracts and drawings from you we will proceed to place orders with our factory and other suppliers.

We understand that your kitchen installation will sometimes be part of a larger project and timing will be important. Nicholas Anthony will always try to accommodate specific programme requirements if at all possible.

Please consider that each kitchen design is unique. We do not hold any items in stock because every item is ordered, manufactured and delivered especially for you.

The lead-time for your order is dependent upon many factors including the style of finish and availability of goods from our various manufacturers and is different for every home. However, we try to adhere to a period of 10-12 weeks from receipt of signed contract.

In most cases you will receive a letter from our PM confirming the contents of the 1st site meeting within 7 working days.

ORDERING THE GOODS

The PM will check and sign-off the project generally within 3 days of receiving the signed contracts and drawings.

Once signed off, the appointed Customer Services Coordinator (CSC) will proceed to place the orders. The CSC will write to you confirming they have placed all goods on order and keep you updated.

At this early stage we will only offer a week number or week-ending date.

We aim to obtain the actual confirmed delivery dates from our factory within 7-10 days of placing the orders.

It should be noted that lead-times vary due to a number of factors including door type, finish, and time of year. It is possible that your requested install dates may need to be moved due to circumstances beyond our direct control but, rest assured, we will keep you fully informed.

You will receive a second letter from Customer Services confirming the week-ending date as the scheduled commencement date.

We provide a week ending date to allow for any delays the installer may experience on the project prior to yours.

We always complete our projects before commencing the next and will do the same for you.

To summarise: From receipt of signed contracts to being given a confirmed commencement week number should take no more than 4 weeks under normal circumstances.

You will receive written notification of the week number during which we intend to commence, together with when any final balances are due.

As the actual week ending date approaches we will agree an exact date.

During the final week before installation we will be able to check that all goods have arrived into our warehouse as scheduled and advise accordingly.

If in the unlikely event that we find a particular item is out of stock e.g. the chosen microwave, we will notify you and provide you with a date when it should return to availability.

We may be able to offer an alternative but in any event we will always keep you informed of progress.

PRE- START MEETING

Whilst the above ordering process is being progressed, our PM will arrange with you to return to site.

An important aspect of this Pre-Start Check is that it is an opportunity for our Project Manager to meet with you and your appointed contractor or whoever is undertaking the preparation of the room.

We can discuss all aspects of the electrical and plumbing positions to ensure they are installed in the correct positions to allow a trouble free installation. If there is major building works planned before we commence we can also agree a programme that suits all parties and discuss how the works may impact or overlap with our own.

We can also provide clarification regarding responsibilities of each trade contractor so you will know exactly who is doing what.

When we contact you to arrange this meeting please ensure your contractor(s) are also available to attend.

We generally aim to complete our Pre-Start Meeting within 28 days after you have signed the contracts.

DESIGN OR SPECIFICATION CHANGES

Although unlikely, it is possible that, as a result of the Pre-Start Meeting, some changes to the specification, scope of works or design maybe required.

Our installation team will examine the design and ensure from a technical point of view how the installation will be accomplished.

If there is the necessity for changes to the design or scope of works we will advise verbally at the meeting and confirm any additional costs and breakdown of the necessary changes in writing no longer than 3 working days after the meeting.

If you decide to make changes to the specification after the order has been signed then we will inform you of any additional costs.

If structural changes to the room dimensions are made after our Pre Start meeting you must inform us so we may arrange a second visit if necessary. Any costs for late changes or amendments will be your responsibility.

INTERIM PAYMENTS

All balances or Interim payments are due 21 days before the initially agreed installation date. If your project is delayed or you require a revised installation date you should note that all payments are still due. Delays to installation cannot be used to delay payment.

As you will appreciate we purchase all goods on your behalf to be available for the initially agreed start date. If site progress is delayed we will store all goods for 28 days from the original installation date, providing there are no delays to payments due.

If you require longer term storage due to extraordinary circumstances then we will provide a competitive quotation upon request.

DELIVERY DAY

We will contact you one calendar week before the estimated delivery date to confirm exact arrangements for delivery of the goods to your property.

Whilst we will be able to confirm an exact day, we will not be able to give exact times. It may be possible to confirm am or pm so please ask if you have a preference.

For your information our deliveries normally take place between 0730 –1600 hrs Monday-Friday.

Please make sure that our large delivery vehicle has access to the appropriate entrance to the property and any obstructions e.g. parked cars are removed.

All goods supplied by us will be unloaded from the vehicle and brought into the property by our dedicated delivery staff.

Please note that some of the goods are quite heavy and will sometimes be moved with trolleys. For health and safety requirements please ensure that access for our delivery personnel is clear from trip hazards, is well lit and free from obstructions likely to cause injury.

We usually try to deliver one working day prior to our installation team's commencement to avoid unnecessary storage on site thus reducing risk of loss or damage.

We would normally ask that an area near to, but outside of, the main fitting area be allocated to make it easier for our installers to commence, an adjoining room will suffice.

If the goods have to be stored a long distance from the fitting area or there are stairs to be negotiated by our installer before he can load out then we would expect the client to supply the necessary labour to assist with the relocation.

Please make sure your kitchen furniture and appliances are properly stored away before installation begins. New kitchens should not be stored or installed in a damp or freshly plastered environment.

Nicholas Anthony will not be responsible for any damage or deterioration to goods installed under these conditions.

It is part of our terms and conditions that you or your representative is available to receive inspect and sign for the goods on day of delivery.

Whilst we accept that it may be unreasonable to unwrap every item, we would advise that you inspect all packaging and look for any signs of transit damage. If you discover a package that displays signs of damage then this should be pointed out to our delivery personnel together with a note of the position number of the item. This will be recorded on the delivery note which should be signed by you.

In most cases our goods are extremely well wrapped and travel from the European continent and arrive in A1 condition. It is possible for the packaging to incur cosmetic damage whilst the goods remain in perfect condition. Please do not be alarmed if you therefore find the outer cardboard or plastic protection a little worse for wear because it means it has probably done its job!

You are advised to unwrap and inspect any item that appears to be damaged.

Any items that are listed by you as possibly damaged and are subsequently found to be of insufficient quality will be replaced free of charge.

Please check that all goods as listed on the delivery note are present and notify the driver if you are unsure of any matter.

Any claims for missing or damaged items not noted on the delivery note will of course be investigated but this can be time consuming and we really want to avoid delays if possible.

Please do not sign for any goods as "unchecked" because this will be contrary to our terms and conditions and will almost certainly delay installation until they are checked.

DELAYS TO THE INSTALLATION SCHEDULE

As stated above you will continually be kept informed of the intended date for installation of the kitchen. Nicholas Anthony commits to make available the specialist teams for the time that is necessary to complete the installation. In return we ask that you keep us informed of any delays or other material facts that may prevent us from commencing on the given date.

We require a minimum of 10 working days' notice if you decide to postpone installation for any reason. If you notify us outside of the stated notice period you may incur considerable charges due to the expense involved in reallocating the installers that were committed to your project.

In some cases it will be impossible to find alternative work, which can result in loss of earnings for anything up to 4 tradesmen.

Cancellations fees are currently £350.00 per day per man.

HOW LONG WILL IT TAKE?

Every Kitchen designed by Nicholas Anthony is unique to each of our clients and therefore the timing and duration for a project is also unique.

We will provide you with a programme of works that will specify our intended date to bring the project to practical completion.

At Nicholas Anthony we plan all projects around key Target Tasks and Milestones.

TARGET TASKS ARE:

Delivery/commence install, Templates for worktops, Installation of Worktops, Connection of sink, taps and all other appliances, templates of splash backs (if differing material from worktop) and completion of final remedial items.

MILESTONES ARE:

1st Fix – defined as the completion of the base units, wall units, handles and plinths. Project should be at a stage where the measurements for worktops can be taken to allow production of worktops.

Practical Completion - defined as when the kitchen and all appliances are connected and available for use by the client, all remedial items agreed and noted on our Client Satisfaction Note that is verified and signed by you.

Final Completion – defined as when all items previously listed on the Client Satisfaction Note have been completed to your satisfaction. This is considered as contract completion.

The Final Completion section of our Client Satisfaction Note will be signed by you and verified as complete. If you have specified Granite, Corian, Glass or Stainless Steel as the material for your worktops or splash backs then these will invariably require a period of manufacture from sizes taken after the initial installation period. The lead-time for worktops is again dependent upon the material used but is typically 10 working days from site measure.

If two or more materials are specified that need manufacturing from site dimensions then this is normally undertaken in a consecutive manner and will add a further period to the overall project duration.

As part of our service to you we will inform you of our estimated dates for all target tasks and milestones.

Your Customer Services Coordinator will write to you one week prior to installation with all these dates so you can see what we are expecting to achieve.

We have provided as an appendix a typical installation sequence of works that can be used as an approximation of the timescale of your actual project.

If you require any further information regarding the programme of works please do not hesitate to contact your appointed Customer Services Coordinator.

DOING THE JOB PROPERLY

Please also take into consideration the following:

- If you're having a kitchen fitted it will be out of action during installation so please make alternative arrangements for meal times
- Please remember that your gas, electricity and water will need to be switched off for periods to allow for certain work to be completed.
- Generally your installers work between the hours of 0800 – 1700 unless you make specific arrangements with them.
- Your installers will work quickly and efficiently; they will also be courteous and polite and will keep any noise to a minimum.

Effective project management is central to our aim of achieving the best levels of customer satisfaction.

We use a team-based system comprising of; proven experienced installation teams, dedicated customer services co-ordinators, designers and our Project Manager.

In addition to this we also maintain quality control by using an "Inspection and sign off" system of Client Satisfaction Notes.

When each milestone is reached we will request that you are in attendance to inspect the work either with our installer our Project Manager and sign our satisfaction note to confirm.

From the moment your installer starts the project he will be in constant contact with our Customer Services department who provide full back up and information in the event of any issues arising.

At key stages during the project, normally templating and final completion your Project Manager will visit site to meet with you and ensure all is proceeding to plan.

In the unlikely event that a problem may arise you should notify our installer who will always, in the first instance, notify the PM and then the customer service coordinator.

We find that the large majority of matters that arise can actually be resolved by this method and it works very well

If you as our customer feel that you would like to offer comments about any aspect of our service please contact customer services and we will be only too pleased to assist.

When our customer services department receives complaints they will always keep contact with you at every stage to ensure an acceptable conclusion is reached.

As previously stated, we work to milestones the first of which is 1st Fix.

When 1st fix is reached the base units and wall units will be in place and the kitchen will be ready for the measuring of the worktops by making templates.

Handles should be fitted and shelves in place.

At this stage it should be possible to identify if any goods are incorrect, damaged or if extra items are required.

Our installer or PM will meet with you and walk through the installation and ensure you are fully informed as to the status and we will ask for your signature on the 1st fix sign-off sheet. This will record the situation and protect both parties in the event of 3rd party damage or loss.

We are able to provide flame retardant Correx sheets to protect the kitchen doors. This is especially suitable where other building works are being undertaken on the property. Please ensure you discuss your requirements with our Project Manager prior to our commencement on site.

WORKTOP INSTALLATION

Once we have completed our 1st fix we will normally withdraw from site until the worktops are installed. Worktops normally take 10 working days but this is dependent upon type of material and complexity of design.

You are normally advised at contract signing stage if we anticipate anything different from the norm. You will be advised of the exact date for worktop installation by Customer Services after 1st fix.

The worktops are installed by our specialist fabricators and we request they are given unfettered access to the rooms for the whole day.

Once worktops are completed satisfactorily we will arrange for our installer to return to make final connections to sink, taps, hob and other appliances. It is essential that all services to the appliances (water/electricity/gas) are operational prior to this, to facilitate commissioning of the kitchen.

The next milestone is Practical Completion. We define this stage as when you are able to utilise a fully functioning kitchen where sinks, taps and all appliances can be used.

PRACTICAL COMPLETION

You will have already been notified, as part of our proposed installation schedule, of the estimated date for Practical Completion and this will be re-confirmed by our Project Manager once we begin.

Customer Services will make arrangements with you to meet with our installation team and PM to inspect the kitchen. Please allow at least 1 hour for inspecting the kitchen.

Before the kitchen is presented for your inspection our installers will have already made their own inspection and will confirm any items that remain to be completed. They will explain why these items are outstanding, if any, and record them in the appropriate space on the Practical Completion Satisfaction Note.

Please verify that details on the PC Note then sign and date to confirm your acceptance.

N.B. Signing the Practical Completion Note does not imply that the project is complete. It is to accurately record any outstanding items on a central document and provide details for Final Completion.

Installing a kitchen can be a complex business and while we will do everything we can to finish the kitchen during the agreed programme period it is inevitable that remedial items will be required to complete the work.

This may result in our installer making several return visits to your home. These return visits are quite normal and could be compared to a snagging list for a builder.

Where possible Nicholas Anthony will endeavour to minimise the required visits by ensuring we only return when all goods are in stock with us.

We at Nicholas Anthony take the view that the integrity of the finish must be protected above all else and therefore the contract is based upon the premise of the best possible service rather than "time is of the essence".

The Practical Completion Note once completed and signed by you, will form the basis of our return visit(s) and will act as the "roadmap" to Final Completion.

The date when the PC Note is signed is also the commencement of your 12-month guarantee for workmanship and warranty on appliances.

When the signed Practical Completion Note is received into Customer services they will ensure that all items are ordered, arrange delivery of the goods, book the installers and advise you of the earliest possible dates for completing the project.

When the kitchen has reached Practical Completion any outstanding balance will be due for full payment. Please contact your Customer services coordinator to make arrangements for payment. You can make payment by cheque, bank transfer or credit card (3% charge for CC).

Customer Services will liaise with you to arrange for delivery of any goods that are required as listed on the PC Note and also for attendance of the installation team.

FINAL COMPLETION

Your Customer Services coordinator will arrange the date for the return visit(s) to bring your project to final completion.

Once you have been provided with a date for Final Completion please make arrangements to be at home to meet with our installers or PM. They will complete all items as listed and agreed, and will ask you to inspect and ensure you are satisfied.

If you are satisfied that all works have been completed you will be presented with our Final Completion Note which should be signed and dated in the appropriate space.

If for any reason you feel unable to sign the paperwork we would request that you immediately contact your Project Manager or Customer Services Coordinator. This should be done preferably while our installers are on site with you so we may hopefully find a resolution to any concerns.

Please remember that our quality control and sign-off procedures do not affect your statutory rights as a consumer.

AFTER- SALES

Even after your project has reached Final Completion our Customer Services team will support you through our After-Sales Service.

Please contact us if any aspect of your installation does not meet your expectations and we will do our best to resolve the issue for you.

All installations and goods supplied by Nicholas Anthony will be covered by a warranty supported by the manufacturers. The length and specific details of this warranty period will be determined by the terms set by the manufacturer of the actual goods supplied but will be typically:

1 year workmanship guarantee.

2 years parts & labour for most appliances.

5 years against manufacturing defects for kitchen furniture.

All appliance manufacturers use their own dedicated service agents to resolve any defects that may occur. If you believe any appliance supplied by Nicholas Anthony has developed a fault we strongly advise you to contact the manufacturer directly in the first instance using the numbers supplied in your users' manual.

In the unlikely event of a defect being discovered with the kitchen furniture please contact our Colchester office. We have a dedicated After-Sales team that will be pleased to deal with any enquiries.

REMEDIAL ACTION

Complaints involving kitchen and bathroom installations can be complicated particularly those concerning wear or appearance retention issues. Some features, geological characteristics of granite for instance, are inherent in the product or material and cannot be considered faults.

Upon receipt of a complaint we will usually arrange for an inspection of the goods.

This will usually be handled by either your sales consultant or our Project Manager but may sometimes need to be seen by a representative of the supplier or manufacturer.

Some suppliers insist that the goods be returned to their in-house quality control.

We expect to communicate our plan of action within ten working days of an inspection although where a manufacturer also wishes to inspect this may take longer.

Having inspected your goods and agreed the fault we have a number of options available to us. Where the goods are brand new we can offer:

1. A full refund for the faulty goods. This can be done by cheque or credit card. More often it takes the form of a replacement and you are generally welcome to make full use of the faulty item until your replacement is available. Unless the item is available from stock, the replacement may take as long as the original to be delivered.
2. A repair. Where the article can be simply repaired to "good as new" this is often the most practical route for both parties. For example surfaces scratch to a door or polish to granite worktops.
3. An allowance to keep the goods. Sometimes it makes sense, particularly where damage is not usually visible or the performance of the product is not compromised, to make a small allowance to keep the goods. This does not affect your statutory rights, the goods must still meet the "fit for purpose test"

You may not have paid in full for the goods yet and we accept that you may wish to withhold payment for the faulty goods. We do, however insist on payment for any other goods that are not faulty.

Where the goods no longer qualify for a full refund we may still be able to offer you a replacement, it will depend on the suppliers policy with regard to this. We can alternatively organise a repair but this is subject to the supply of parts and certain goods may have to go back to the supplier.

As a footnote, please be friendly to our Customer Services staff. They will do everything in their power to resolve your problem quickly and efficiently but they cannot perform miracles.

We really do want you to be satisfied with your purchase and the service you receive from Nicholas Anthony.

COMPENSATION

We would like to take this opportunity to outline our policy with regards to compensation.

Where goods are deemed faulty we undertake to rectify to as new or where this is not possible, to replace the goods. On this basis and on the understanding that you have the use of the goods, even if sub-standard, whilst the repair is being carried out or replacement received, we will not usually consider compensation fair or reasonable. This policy should not be confused with accepting an allowance to keep goods that may still retain a minor defect.

We will consider a reasonable claim for compensation for genuine financial loss caused by the resolution of the problem. Furthermore, we will take into consideration other factors including: whether we have been lax in our response, the time taken to carry out any repair and if you have lost the use of the goods.

Our policy has been discussed with Trading Standards and is seen by them to be in excess of the current legal requirement, which only requires compensation for any consequential loss incurred.

REASONS TO CHOOSE NICHOLAS ANTHONY INSTALLATION SERVICE

- **Team based Project management.** Your entire purchase is co-ordinated by one team, who work efficiently together including PM, Coordinator and designer and will liaise with your other contractors if applicable.
- **Reliable and experienced Installers.** All of our installers are fully vetted and highly experienced in working with Siematic and our Nicholas Anthony Collection furniture. What's more, we review installers regularly; to make sure our high standards are maintained.
- **A trained, qualified and fully equipped workforce.** All work undertaken, such as fitting gas appliances, moving plumbing or electrical wiring conform to current statutory regulations and standards. We also make sure our installers have all the latest tools & equipment to work to ensure a quality finish.
- **Public liability insurance cover.** All our installers are fully insured to work in your home.
- **Skilled to undertake specialist installations.** Experts who know exactly what they are doing fit specialist products, such as Granite, Corian and Marble worktops.
- **Pre-Start Meeting.** Shortly after your order is received your fitter will make final checks to ensure measurements are accurate, and all preparation and building work has been specified correctly.
- **12 Months workmanship guarantee.** Once your installation is complete you will automatically be entitled to a 12-month workmanship guarantee.
- **5 Years product guarantee.** Once your installation is complete you will be entitled to a 5 year guarantee against any manufacturing defects for the furniture and 2 years for moving parts
- **2 year guarantee for appliances.** Most appliances supplied by Nicholas Anthony carry a 2-year warranty supported by the manufacturer.

TYPICAL SEQUENCE OF WORKS

Item	Action	Duration
Remove old kitchen and dispose	By others	1-2 days
1st Fix electrics – All boxes in position. Flex outlets in position. All loose cables in position for future inclusion inside cabinets. Lighting flex installed	By others	
1st Fix plumbing – All service runs within the agreed service void identified on drawings. All feeds to agreed locations to suit positions of appliances	By others	
Boiler, associated pumps and pipe work installed (if applicable)	By others	
Ceiling, Cornice / Coving completed	By others	
All plastering / making good completed	By others	
Finished flooring installed if agreed during pre-start		
Delivery and off-loading of furniture and appliances. Exact day to be confirmed by Customer Services. 1st fix of kitchen units cannot take place until points 1 – 6 have been completed	NA	1 Day
1st fix all base and wall units	NA	1-5 Days
1st fix inspection with client and sign satisfaction note Fit all laminate worktops, sinks and taps (if applicable)	NA	1-2 Days
Wrap and protect all units and accessories (if applicable)	NA	1 Day
Template granite / glass / stainless steel worktops on completion of 1st fix	NA	1 Day
Fix worktops after templating including any under mounted sinks, taps, soap dispensers and other accessories	NA	10 Working Days
Complete all final connections to appliances. Kitchen will have reached Practical Completion with any outstanding items listed on satisfaction note and signed by client.	NA	1-2 Days
Complete all final decorations, finished floor etc.	By others	
Items previously listed on Satisfaction Note will be completed and kitchen will have reached final completion	NA	1-2 Days

KBSA

"An association to promote professionalism and excellence in the design, supply and installation of fitted kitchens, bedrooms, bathrooms and home offices."

The Kitchen Bathroom Bedroom Specialists Association (KBSA) was formed in 1977 by a group of independent kitchen specialists who wanted to increase the level of professionalism in the UK kitchen industry.

Over 300 kitchens, bedroom and bathroom showrooms throughout the British Isles are run by KBSA members, who all follow an approved Code of Practice. The Kitchen Bathroom Bedroom Specialists Association is also supported by over 80 of the industry's leading brands and distributors who join as Corporate Members

WHAT'S SO SPECIAL ABOUT BEING A KBSA MEMBER?

Full membership of the Association is restricted to companies involved in UK kitchen; bedroom and bathroom retailing that can fulfil strictly enforced criteria. These include:

- A successful trading period of at least two years
- A fully fitted showroom
- The ability to provide a complete design, supply and installation service.

An officer of the Association vets every member before they are allowed to join; the standard of installations is checked and members continue to be monitored as long as they are in the KBSA. If they fail to maintain the Association's standards, membership is withdrawn.

All members pay into a bond, which is underwritten by a major insurance company. The bond is used to fund KBSA Consumer Care, which is only available from current members of the Association and works in a similar way to the ABTA bonding scheme.

TOP TEN BENEFITS FOR BUYING FROM A KBSA MEMBER

1. Consumers who buy from a KBSA member are entitled to KBSA Consumer Care.
2. The KBSA logo with its distinctive tick should reassure consumers that they are dealing with a reputable and reliable company.
3. All KBSA retailers have to have been trading solvent for over 2 years. This ensures that they are not a "fly by night" company.
4. KBSA retailers are continuously vetted by Association Officers to ensure they continue to uphold the high standards of the Association.
5. All KBSA retailers have their own showrooms with permanently fitted displays; so that consumers can personally check and see the quality of the kitchens they are buying.
6. KBSA retailers will be able to supply all the products that they have on display.
7. All KBSA retailers offer a design and installation service. All retailers will take full legal responsibility for all the work involved in the contract, including the fitting of units, plumbing (gas and water) and electrics.
8. KBSA members will only ask for a 25% deposit once a kitchen plan has been agreed. Many retailers will ask for more, and some can even ask for the full amount - if this should happen walk away!
9. The KBSA offers a conciliation and adjudication service which can deal with customer complaints against a retailer.
10. When buying from a KBSA member, consumers can rest assured that they are buying from the best. Does such expertise cost more? The answer is no. In test after test, when kitchens of comparable quality have been checked, those from KBSA members do not cost any more, and because of their superior design skills, can sometimes cost less than similar kitchens.

RESOLVING COMPLAINTS

ADVICE FROM THE KBSA

The following advice is given by the KBSA to consumers and suppliers in the Kitchen Bathroom Bedroom and Home Office sectors.

The KBSA is the trade association that sets standards in these industries and its members are continuously vetted to ensure that they maintain the strict criteria for membership.

We offer the following advice and suggested methods of resolving complaints against KBSA members.

- Please check your contract to ensure that you have complied with the terms that you agreed to.
- As home improvement installations are disruptive and sometimes complicated, do check that your complaint is justified and of sufficient seriousness to warrant a formal complaint.
- In the majority of cases, a complaint can be resolved by calm explanation of the problem to the supplier who, in turn, should be able to take action to remedy the situation to mutual satisfaction. Some complaints get out of hand when either or both consumer and supplier lose patience with each other.
- Because of the nature of home improvement contracts there are sometimes delays in products being available at exactly at the right time. This can result in extending the time taken to complete the contract. Products found to be damaged on delivery may need to be replaced and if these products are from a European source then lead times up to six weeks can occur. On these occasions you should be reasonable with your supplier, as they do not have any means of speeding up the process.
- Some complaints are not about the quality of product or installation but are generated in order to achieve a discount on the agreed contract price. If there is an outstanding balance due on your contract do not invent unreasonable complaints in order to reduce the balance owed as this will lead to a breakdown in communication between you and your supplier and the likelihood of legal expenses to recover the debt.
- The installation of a home improvement is not a perfect science and there will be reasonable tolerances that would be considered as acceptable. Whilst all parties would want to achieve the very best installation possible please consider, before initiating a formal complaint, if the issue is one, which can be solved amicably between consumer and supplier.
- Whilst it is ideal that a complaint is handled quickly and efficiently, there can be situations when suppliers cannot respond immediately to the problem due to resource or product availability. It is advisable to give the supplier reasonable time to resolve the problem rather than become distressed that the problem has not been addressed immediately which can lead to unreasonable fault finding on the remainder of the installation and an escalation of a small problem into a larger one.
- Over 99% of installations carried out by KBSA members have no need for remedial work or complaint procedure and their continued success is dependent on their performance at all levels. They, like you, are intent on achieving the very best levels of service and customer satisfaction and referral so they should act quickly and reasonably to address and rectify any justifiable complaint that you may have with their performance.

VARIATIONS IN NATURAL MATERIALS

Nicholas Anthony provides kitchen and bathroom furniture and appliances in many finishes some of which are man-made with the majority being of natural origins.

The use of natural materials can add a dimension to any design that is not always achievable by utilising man-made substances.

We would like to emphasise that materials such as granite, marble, timbers and stones will always display characteristics consistent with their origins and these features cannot be accepted as faults.

GRANITE/ MARBLE/COMPOSITE STONE

To overcome the limitation on sizes of slabs it is possible that your granite worktops will need to have joints introduced in certain places.

We always leave the position and colour of jointing compound to the fabricator unless you make any specific requirements known prior to installation.

TIMBER

Wood always differs in grain and colour because of its natural origins. This cannot be compensated for by the application of stains. Even differences in the direction of lighting can produce the illusion of changes of colour of the same wood. These unmistakable characteristics emphasise the natural beauty of the material and lend its individual character to each wooden door or worktop

As wood is a living material, it must not be subjected to extremely damp or dry air, as this will cause the wood to shrink or swell in spite of any surface sealing treatments it may have received.

GLASS

To overcome the limitations of the size of glass panels we will sometimes have to introduce joints. We always leave the position and colour of any jointing compound to the fabricator unless we receive any specific instructions from you.

We will always endeavour to install joints in a manner that is sympathetic to the overall aesthetic.

WHAT IS NOT INCLUDED IN YOUR QUOTATION?

- It is the client's responsibility to obtain and pay for all planning permissions as required by your local authority.
- It is the responsibility of the client to ensure that any proposed works are not subject to any local authority building control regulations. If the proposed works are subject to building control, then it is the client's responsibility to notify and liaise with the relevant building control offices including costs.
- Any major structural works to your property that may become apparent at any time during our installation. At no time is any brickwork or structural steel work quoted for or undertaken by this company.
- Nicholas Anthony are responsible for costs that may arise from any defective pipes, wiring or any other defects of the existing M&E services that are subsequently discovered during our installation and that were not apparent or reported during survey.
- NA will not be held responsible for the cleaning out or flushing through of any sediment or corrosion that may have existed within the client's heating system prior to our commencement.
- NA does not undertake the installation of any rust or corrosion inhibitors into the heating system after our completion unless specifically included in the agreed quotation.
- Nicholas Anthony are not responsible for any substances that are subsequently found after removal of existing installation that are defined as hazardous under current H & S regulations.
- Nicholas Anthony will not be held responsible for the removal of any hazardous waste or other such materials that are likely to cause injury, disease or illness

Nicholas Anthony is a family-run business founded in the UK in 1963. Nicholas Anthony specialises in the design and installation of high-end, ultra-contemporary as well as classic and traditional kitchens, bathrooms and home interiors.

As a member of the Kitchen, Bedroom & Bathroom Specialists Association (KBSA), Nicholas Anthony holds its professional guarantee of quality.

With showrooms in Colchester, Cambridge, Ascot, Knightsbridge and Mayfair, Nicholas Anthony is one of the largest independent kitchen retailers in the UK.

NICHOLAS ANTHONY CUSTOMER SERVICES

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NICHOLAS ANTHONY SHOWROOMS

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|-----------------|--------------|------------------|---------------|
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| • Brompton Road | 0207 8380588 | • Cambridge | 01223 368828 |
| • Ascot | 01344 624829 | • Contracts | 0207 4867615 |

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