

Buy Your Kitchen with Confidence



Deciding on your new kitchen, whether for a new or existing home, is a complex decision. The kitchen is the heart of most homes: the room most often used. It is both the food preparation and social hub.

So it is important that your kitchen suits you, your family, and your lifestyle: that it is well designed, functional, and attractive.

But not all kitchens are created equal. There are quality kitchens and there are cheap kitchens, but there are **NO** cheap, quality kitchens.

So choosing the supplier of your new kitchen is as important as choosing the kitchen itself

Here are some check points that we encourage you to consider:

CRAFTSMANSHIP

DO check that your kitchen supplier is a member of a recognised trade body such as Registered Master Joiners.

Registered Master Joiners ensures high standards of craftsmanship and guarantees the warranty required under The Consumer Guarantees Act.

Don't assume your supplier is a member. Check by phoning Registered Master Joiners to confirm their status.

WARRANTY

DO check what, if any, warranties are offered.

A Registered Master Joiner will offer a warranty on material and workmanship. Well made kitchens have no major warranty problems. You can check the reputation of a supplier by asking for the names of previous customers, or by checking with Registered Master Joiners.

Don't accept a verbal promise or take it for granted. Some suppliers make warranty promises and don't back them up.

PRODUCT CHOICE

DO be as well informed as possible on product choice and finish.

Be sure you are choosing the best product for your circumstances. For instance, if you have a young family, or are otherwise likely to be hard on your kitchen, don't choose lacquer paint finish for the cabinet doors.

General wear and tear, abuse and neglect are not covered by any warranty.

Don't accept or choose a product until you have carefully considered all the alternatives.

AVAILABILITY

DO check on any exclusive product ranges, which are not available to other suppliers. But don't choose colours impulsively. Responsible suppliers will tell you about all your choices, rather than solely promoting their in-house lines.

Don't get stuck with a limited range of colours or product range that may not suit your budget.

FINANCE

DO check thoroughly the financial and payment terms required. Deposits are usually requested by kitchen suppliers.

They are used to secure your commitment to the job and to pay for large out-sourced items such as bench tops.

Do compare quotations carefully.

Check on the safety of your deposit with a bank or credit rating company.

Don't assume your supplier is financially sound.

Deposits can be lost if the supplier's business fails and goes into liquidation. How can you tell? Be wary if one quote is far lower than the others. Struggling suppliers may discount heavily to attract business.

QUALITY

DO make enquiries regarding the materials being used.

Locally manufactured materials are made to withstand New Zealand conditions, and to a high standard that meets all regulatory requirements.

Don't accept a verbal assurance re imported product.

Some imported boards have a weak core. Others have high formaldehyde levels, can give off an unpleasant smell, and have potential long-term health risks.

Matching later for replacement or repair can also be a difficulty with imported products.

LAMINATE TOPS

DO ask about the laminate tops if this is your choice of product

Quality laminate has a high moisture resistant base material.

The top should be made from solid 30-35 mm base material.

The laminate itself should have a thickness of 0.8 mm.

Check on the quality of workmanship with previous customers. Badly fitted joints will not resist steam and heat and may cause problems later.

Don't accept a laminate top if the base material is built up from thin strips.

Don't accept a top where laminate is thin. It will not stand up to fair wear and tear.

Ensure it is not a one-off import.

HARDWARE

DO ensure the hardware comes with a warranty and that replacement hinges and drawer runners are readily available. Different brands are not interchangeable.

Don't accept "end of line" or other cheap hardware.

MANUFACTURE

DO check where your kitchen is to be made

Ensure it is manufactured locally.

Do ask if you may come and check on progress.

Don't accept a kitchen made in an alternative location.

It is more difficult for you to monitor the progress of your purchase, and can make any after sales maintenance required, much more difficult.

**The quality and continuing good looks of your kitchen will be remembered
long after the price is forgotten**