

**APPLICATION FOR MANUFACTURER / SUPPLIER / RETAILER MEMBERSHIP:**



<b>Applicant Name:</b>		<b>Industry Qualifications:</b>	
<b>Full Registered Company name:</b>			
<b>Postal address:</b>			
			Post Code:
<b>Street Address / Showroom:</b>			
			Post Code:
<b>Details:</b>			
Business phone:		Email:	
Mobile:		Web address:	
Fax:			
Date Business Established:		Number of Employees:	
<b>Names of Directors/Manager (please specify)</b>		Years in the industry?	
<b>Criminal Convictions/Bankruptcy (please specify)</b>			
<b>Trade References - Name of Company (3 references required)</b>	<b>Contact name:</b>	<b>Phone number:</b>	
(1)			
(2)			
(3)			
<b>Referred to NKBA by:</b>			
<b>Membership Category – please select (NB: Prices exclude GST)</b>		<b>Select Membership Region – if selecting National, please also select the chapter where your head office is located.</b>	
<input type="checkbox"/> Application Fee \$50.00 Must accompany application			
<input type="checkbox"/> National Membership A (Chapter) \$650.00	<input type="checkbox"/> Auckland	<input type="checkbox"/> Taranaki	
<input type="checkbox"/> National Membership B (National) \$1750.00	<input type="checkbox"/> Waikato	<input type="checkbox"/> Wellington	
<input type="checkbox"/> National Membership C (Franchise) \$350.00	<input type="checkbox"/> Bay of Plenty	<input type="checkbox"/> Top of the South	
<input type="checkbox"/> Link (Current financial member of other appropriate industry Related Assn) \$350.00 Please List:	<input type="checkbox"/> Hawkes Bay	<input type="checkbox"/> Canterbury	
<input type="checkbox"/> Associate Membership (Associated trades & services) \$260.00	<input type="checkbox"/> Central North Island	<input type="checkbox"/> Southern	
		<input type="checkbox"/> National (Attach a list of branches/franchises & Contacts)	
<b>NKBA Industry segments: Please select, in order of priority, 1 - 3 categories that <u>best</u> represent your business.</b>			
<input type="checkbox"/> Manufacturer	<input type="checkbox"/> Benchtop Fabricator		
<input type="checkbox"/> Retailer	<input type="checkbox"/> Industry Supplier		
<input type="checkbox"/> Associated Trades & Services (Installers, plumbers, electricians, quantity surveyors, lighting consultants)			
<b>Undertaking by the applicant:</b>			
I/We accept that completion of this form does not give rise to any rights of membership as approval to admit members is retained as a right of the Association.			
I/We accept that an authorised NKBA member may visit and inspect our business as part of the application process.			
I/We agree to pay the Joining Fee and relevant Subscription and to pay subsequent Annual Subscriptions as determined by the membership at the Annual General Meeting. Fees are to be paid within 30 days of invoice.			
I/We understand that membership does not take effect until all application requirements have been met, membership is approved and subscription fee paid.			
I/We understand the importance of participating in NKBA events and undertake, when possible, to attend Chapter Meetings and the Annual Conference/AGM.			
I/We understand that the NKBA logo can only be used by NKBA Financial Members.			
I/We have read the NKBA 'code of practice' and agree to abide by it.			
I/We agree to abide by the Associations current constitution, which is available to Financial Members at the NKBA registered office or upon request.			
I/We agree to receive NKBA electronic newsletters or mail-outs.			
Privacy Act: The above information is required to consider your membership application for NKBA, which includes credit checks. Your signature on this application form also gives NKBA consent to circulate your contact details to NKBA members and publications.			
<b>Signature</b>	<b>Name</b>	<b>Date</b>	

**Please return to:** National Kitchen and Bathroom Association (NZ) Inc, PO Box 9459, Tower Junction, Christchurch 8149, Enquiries 03 322-1957 or [info@nkba.org.nz](mailto:info@nkba.org.nz)

**\*\*\$57.50 (GST incl) Application Fee must accompany application. Please pay by cheque or into bank a/c 02-0528-0168020-01\*\***

# Code of Practice

To regulate dealings between NKBA members and their customers



<b>Aims</b>								
<p>To maintain and enhance the reputation and good name of the Association and its members.</p> <p>To foster properly regulated competitive trading by and between members of the Association, which will best serve the public interest, and the well-being of the kitchen and bathroom industry.</p> <p>To establish a framework whereby complaints by customers may be resolved by mediation, arbitration or arbitration when disputes cannot be settled directly between members and their customers.</p> <p>To ensure that the public interest shall predominate in all considerations of competitive trading between members.</p> <p>To encourage the growth and development of the kitchen industry consistently with the above aims.</p>								
<b>Observance of Spirit of Code of Practice</b>								
<p>Members shall act according to the aims of this Code of Practice. The specific provisions contained in this Code of Practice shall not be deemed to be comprehensive in expressing those aims. Members shall observe not only the letter but also the spirit of this Code of Practice and shall familiarize themselves and their staff with all the provisions of this Code of Practice.</p>								
<b>Active Involvement</b>								
<p>Attainment of high standards of workmanship and good conduct are requisites of NKBA membership. Consequently, retaining and the furtherance of knowledge and developments taking place in the industry, together with a reasonable level of active involvement in the Association activities, are expected of members.</p>								
<b>Standard of Service and Costs</b>								
<p>One of the prime objectives of the Association is to present both itself and its members to the public as responsible and reputable businesses operating in the kitchen and bathroom industry. Therefore, it is the responsibility of each member to ensure that work is carried out at a cost which is fair and reasonable to customers and to a high quality of workmanship. Members are required to guarantee all work in accordance with the Consumer Guarantees Act 1993 or amending legislation.</p>								
<b>Publicity</b>								
<p>A member shall not make any statement or comment to the media which represents that member as being an agent or spokesperson for the Association. Any comment, statement or representation affecting the Association is to be sanctioned or cleared through the Executive Committee of the Association or its President prior to such comment, statement or representation being made.</p>								
<b>Representations</b>								
<p>All claims, descriptions and advertisements as to products, services and Association membership shall be legal, honest and truthful and comply with existing legislation and with the letter and spirit of the codes and standards set by the Advertising Standards Authority and the Broadcasting Standards Authority.</p>								
<b>Cost Estimates</b>								
<p>Members shall, where appropriate, offer customers a written estimate of the cost of the intended work. Members should also obtain the customer's express permission to any substantial increase in an agreed estimate. The method of payment required shall be notified to the customer before work is started.</p>								
<b>Time Estimates</b>								
<p>Members should, where possible give an estimate of the time required for the work to be carried out and shall make every effort to inform the customer if this time estimate cannot be met.</p>								
<b>Warranty</b>								
<p>Members shall provide a guarantee (which shall not detract from a customer's rights at law) to exchange or repair any defective product by reason of defective material or workmanship, within the warranty period set out in each quotation for goods and services. The warranty shall be limited to repair of any product that has not been abused in any way or damaged by fair wear and tear, neglect, improper use or failure to maintain in accordance with the manufacturer's recommendations. All work undertaken in relation to warranty repair or replacement shall be performed expeditiously and with reasonable care and skill and to the customer's reasonable satisfaction.</p>								
<b>Complaints</b>								
<p>All members should maintain a complaints book from which an analysis of complaints about activities covered by this Code of Practice can be obtained. Members should take action based on this information to improve their service to their customers.</p>								
<b>Enforcement</b>								
<p>The constitution of the Association contains provision for the enforcement of this Code of Practice by the Association's Executive Committee in accordance with a formal procedure established by that Committee. In the event that a member's behaviour towards a customer is found to have fallen below the standard set by this Code of Practice, the penalties which may be imposed are reprimand and/or a fine or termination of membership of the Association, subject to consideration of any formal submissions by the member concerned that a penalty should not be imposed. Any penalties imposed and the reasons therefore may be published in an Association journal or newsletter.</p>								
<b>Disputes</b>								
<p>Members are required to comply with the Association's established dispute resolution procedure, which may include submitting to mediation or arbitration or adjudication proceedings. Should a dispute arise and there is a finding in favour of a customer through the Association's disputes procedure, or by a finding or an award of the appointed arbitrator or adjudicator, then the member involved will be expected to promptly rectify the complaint according to the requirements and findings of the case.</p>								
<b>Association Logo</b>								
<p>NKBA membership bestows upon a member the privilege of using the Association's distinctive logo. The logo is the intellectual property of the Association and consequently its use and display can only be in accordance with prescribed guidelines or otherwise with the approval of the Association. Improper or unauthorised use may bring the Association into disrepute and may mislead the public in breach of the Fair Trading Act 1986. The Association seeks to ensure that its style and status should be enjoyed only by those members who continue to meet its criteria and will take action, where necessary, to defend the interests of its members.</p>								
<b>Amendment</b>								
<p>This Code of Practice may be altered, added to or amended from time to time by resolution passed by a majority of members of the Executive Committee of the Association.</p>								
<b>We/I have read this Code of Practice and agree to abide by the aims and rules contained herein</b>								
<table><tr><td>Signature</td><td>Name</td><td>Company</td><td>Date</td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr></table>	Signature	Name	Company	Date				
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Please return to:

**National Kitchen and Bathroom Association (NZ) Inc**  
PO Box 9456, Tower Junction, Christchurch 8149 or Fax 03 322-1958  
Enquiries: 03 322-1957 / 021 573-331 [info@nkba.org.nz](mailto:info@nkba.org.nz)