

TS Group Bathroom Installation Terms & Conditions

TERMS & CONDITIONS

Quotations

All quotations are based on the discussions, information, and visible site conditions present at the time of survey.

It is the customer's responsibility to ensure that all requested works are included within the quotation provided. If anything discussed or expected is not listed within the quotation, the customer must inform us prior to works commencing so that the quotation can be amended and reissued accordingly.

Only works specifically listed within the quotation are included within the contract price.

Any additional works, materials, labour, alterations, or requests made after acceptance of the quotation, or works discovered to be necessary but not originally included, will incur additional charges.

Bathroom Installation Pre-Start Checklist

Prior to the commencement of works, a Bathroom Installation Pre-Start Checklist must be completed and agreed.

This process is intended to confirm final product selections, tile choices, layouts, access arrangements, customer expectations, and any changes or additions required before works begin.

Any amendments, upgrades, omissions, or additional works identified during this process may result in revised costs and an updated quotation.

Where painting and decoration are not included within the quotation, any filling, rubbing down, surface preparation, or making good required for decoration purposes will remain the responsibility of the customer. Should the customer require these works to be carried out by TS Group, painting and decoration works including painting of walls and ceilings in standard white will need to be included within the quotation and may incur additional charges.

Payment of the deposit also confirms acceptance of these Terms & Conditions and confirms that the Bathroom Installation Pre-Start Checklist has been completed to the best of the customer's knowledge. Any omissions, inaccuracies, or additional works identified after commencement may incur additional charges.

Start Dates & Scheduling

We will provide you with a "Week Commencing" start date for your installation. This means your project is scheduled to begin during that week and not necessarily on the Monday itself.

Our office team will contact you during the week prior to your installation — usually on the Friday — to confirm the exact day our team will arrive onsite.

Whilst we always aim to honour scheduled installation dates, occasionally dates may need to be moved or adjusted due to circumstances beyond our reasonable control including but not limited to:

- Previous project overruns
- Customer delays
- Supplier delays
- Staff illness
- Injury
- Bereavement
- Emergencies
- Unforeseen circumstances

We will always provide as much notice as reasonably possible should scheduling changes become necessary.

Estimated Timescales

Any timescales provided for the duration of works are estimates only and are intended as a guide. Some projects may be completed sooner than estimated, while others may take longer due to site conditions, additional work required, delays in materials, customer changes, or unforeseen circumstances uncovered during the installation process.

Estimated durations are not guaranteed completion dates and do not constitute grounds for compensation, refunds, discounts, or claims.

Payment Schedule

A deposit of 25% of the total quotation value is required upon acceptance of the quotation in order to secure your installation slot, allocate labour, and reserve a designated bathroom fitter for the agreed dates.

A further payment of 50% of the remaining balance will be due approximately halfway through the installation process.

The final balance is due immediately upon substantial completion of the works.

Cancellation Policy

Once a deposit has been paid and installation dates allocated, labour, scheduling, and operational commitments are made on your behalf.

Should the customer choose to cancel the installation after acceptance of the quotation, the following deposit refund schedule will apply:

Cancellations made 8 weeks or more prior to the scheduled installation date — full deposit refund

Cancellations made between 6 and 8 weeks prior to the scheduled installation date — 50% deposit refund

Cancellations made less than 6 weeks prior to the scheduled installation date — deposit non-refundable

TS Group reserves the right to retain the applicable portion of the deposit to cover scheduling commitments, labour allocation, administration, and losses arising from reserved installation dates which may not reasonably be refilled at short notice.

Unforeseen Works

Due to the nature of renovation work, unforeseen issues may only become apparent once existing bathrooms, walls, floors, pipework, or fixtures are removed.

Examples may include but are not limited to:

- Hidden water damage
- Rotten flooring or timbers
- Damaged or outdated pipework
- Unsafe electrical installations
- Uneven walls or floors
- Structural defects
- Asbestos or concealed materials

Any additional works required to safely complete the installation will be discussed with the customer before proceeding and may incur additional charges.

Plumbing Works

Unless otherwise stated within the quotation, all plumbing works are based on utilising and connecting to the existing pipework within the property.

Lead pipework replacement or alterations are not included unless specifically stated within the quotation and will incur additional charges if required.

Where asbestos soil pipes are present, specialist licensed contractors may be required and additional charges will apply.

Existing cast iron soil stacks generally cannot be altered or relocated in part. Where alterations to cast iron soil systems are requested or required, full stack replacement may be necessary and is not included within the quotation unless specifically stated.

Electrical Works

Electrical works are carried out by approved subcontractors.

If, during inspection or installation, the electrician identifies existing wiring, circuits, or installations that do not comply with current regulations or are deemed unsafe, additional remedial works may be required at extra cost.

Any such works will be discussed and quoted separately before proceeding.

Painting Works

Unless otherwise stated within the quotation, painting works include walls and ceilings only in standard white paint.

Coloured paints, specialist finishes, feature walls, woodwork, doors, skirting boards, architraves, or additional preparation works are not included unless specifically stated and may incur additional charges.

Tiling

Wall and floor tiling quotations are based on the installation of standard ceramic or porcelain tiles sized approximately 600mm x 300mm installed in either stacked or brick bond patterns. Smaller or larger format tiles, metro tiles, herringbone patterns, mosaics, natural stone, patterned tiles, or specialist materials may require additional preparation, labour, levelling systems, cutting time, or materials and may therefore incur additional charges. Customers must advise us of their final tile selections prior to works commencing so any pricing adjustments can be discussed in advance.

Silicone & Maintenance

Our quotation includes standard white or clear silicone only.

Any coloured or specialist silicone requested will incur additional charges and be added to the final invoice.

Silicone sealant is considered a maintenance item and requires regular inspection, maintenance, and periodic replacement depending on usage, ventilation, cleaning products, and bathroom conditions.

Failure of silicone due to age, wear, mould, cleaning chemicals, movement, or lack of maintenance is not considered a product or installation fault.

Material Quantities & Additional Materials

Where insufficient quantities of tiles, wall panels, flooring, trims, or other customer-selected materials are supplied, additional materials required to complete the installation will be purchased as necessary and charged accordingly.

Any additional material costs incurred due to shortages, discontinued products, customer ordering errors, or insufficient quantities supplied will be added to the final invoice.

Accessories & Niches

Bathroom accessories including mirrors, toilet roll holders, robe hooks, towel rings, shelves, and similar items are chargeable at £35.00 + VAT per accessory unless otherwise stated.

Purpose-made niches in chrome, black, brushed brass, or similar finishes are chargeable, including installation, at £65.00 + VAT each.

Custom-built tiled or panelled niches are chargeable at £165.00 + VAT each.

Making Good

“Making good” refers to basic patch repairs and preparation ready for the next stage of works including tiling, plastering, or panelling.

Any additional works including reboarding, rendering, replastering, extensive levelling, structural repairs, or remedial works are not included unless specifically stated and may incur additional charges.

Storage Space & Access

The customer must ensure suitable access to the property throughout the duration of the works. Adequate space must also be made available for the temporary storage of bathroom suites, tiles, wall panels, flooring, materials, tools, and equipment. Where parking restrictions, permits, or access limitations apply, additional charges may be incurred unless agreed otherwise in advance.

Working Hours

Our standard working hours are approximately 8:00am to 4:30pm Monday to Friday. Arrival and finish times may occasionally vary due to traffic, supplier collections, parking, operational requirements, or unforeseen delays.

Waste Removal

We aim to keep disruption to a minimum and will remove waste materials as promptly as possible throughout the installation process. However, customers should allow a suitable onsite area for temporary waste storage as removed materials and rubbish may remain onsite for short periods during the project.

Water & Electrical Interruptions

During renovation works it may be necessary to temporarily isolate water, heating, or electrical supplies while installation works are carried out. We will always aim to minimise disruption wherever reasonably possible.

Customer Supplied Materials

Where customers supply their own materials, fixtures, fittings, tiles, or products, it is the customer's responsibility to ensure all items are correct, complete, undamaged, and available onsite before works commence. TS Group cannot accept responsibility for delays caused by missing, incorrect, defective, damaged, or delayed customer-supplied items.

Communication & Project Management

Throughout the installation process, our office team will provide regular updates to ensure customers are satisfied with the progress of the works. A designated bathroom fitter will be assigned to the project and will act as the primary onsite point of contact throughout the installation. Billy will oversee the project and attend site regularly throughout the works to ensure quality and customer satisfaction.

Final Payment & Snagging

Final payment is due immediately upon substantial completion of the installation works.
Minor snagging items identified at completion will be recorded and resolved within a reasonable timeframe.
Minor snagging items do not constitute grounds for withholding final payment.

Delays Beyond Our Control

TS Group cannot be held responsible for delays caused by circumstances beyond our reasonable control including:

- Supplier or manufacturer delays
- Delivery issues
- Extreme weather
- Utility failures
- Customer requested changes
- Third party delays
- Unforeseen site conditions

Photography & Marketing

The customer agrees that photographs and videos of the completed installation, and occasionally progress images during the works, may be taken and used by TS Group for marketing purposes including:

Social media

Website portfolio

Advertising materials

Promotional content

No personal or sensitive customer information will be publicly shared.

Existing Property Conditions & Incidental Damage

Bathroom renovations involve significant construction work and the movement of heavy materials, tools, fixtures, tiles, and equipment throughout the property including hallways, stairways, and access routes.

Whilst every reasonable care and precaution will be taken during the installation process, customers acknowledge that renovation works can occasionally result in minor incidental marks, scuffs, movement, cracking, or wear to existing finishes, decorations, plaster, ceilings, walls, floors, woodwork, or surrounding areas, particularly where pre-existing weakness, age, or previous damage exists.

TS Group cannot accept responsibility for:

- Pre-existing defects or weaknesses
- Minor cosmetic wear associated with renovation works
- Cracking or movement to existing plaster or finishes
- Damage arising from restricted access or difficult working conditions

Customers are kindly requested to ensure all access areas are kept clear, including routes to bathrooms, hallways, landings, and wall-mounted items such as photographs or decorations, to help prevent potential damage during the works.

Acceptance of Terms

Acceptance of the quotation and payment of the deposit confirms acceptance of these Terms & Conditions.