

Terms and Conditions for use with TTA inspections.

1. The on-site technical inspection service offered by this Association provides for an expert inspection and impartial written report on the quality of workmanship of the fixing of wall and floor tiling at a particular site. The service does not report on the manufacture, shading or quality of the tiles themselves, but on the workmanship of the fixing technique adopted and its suitability for installation.
2. The Service does not include advice or producing specifications for any necessary remedial work or providing estimates on cost of the same.
3. TTA does not recommend tile fixers or suppliers. TTA Website offers a list of tile fixers and suppliers within a geographical area near to the address of the inspection.
4. Inspections undertaken by The Tile Association are based on the requirements of relevant British Standards, for example, BS5385, the Code of Practice for fixing wall and floor tiles together with relevant The Tile Association technical documents.
5. Inspections are carried out Monday to Friday between the hours of 9 am and 5 pm. Additional fees will be charged for inspections undertaken outside of these hours.
6. The content of the report will be based on information provided by the client at or before the time of inspection. The report may be subject to alteration, at additional cost to the client, should additional technical information be made available after the report has been issued.
7. The inspection offered is non-destructive; should it become apparent that destructive testing is required, an additional fee of **£74 per tile plus VAT will be charged**. Should the testing involve intrusive investigations of the immediate substrate the price must be agreed prior to proceeding. Destructive testing will only be undertaken at the client's own risk. The Tile Association takes no responsibility at all for damage that may be incurred during destructive testing. The replacement of tiles and their substrates are not included in the additional fee for destructive testing.
8. During the inspection Schmidt hammers or Rebound hammers are frequently used when investigating floor failures. The tool measures the coefficient of restitution of the flooring (the solidity of the installed floor tile). The use of this or any other testing product may result in damage to the tiling should the bed contain voids. This testing will be undertaken at the client's own risk and The Tile Association takes no responsibility for damage incurred during such testing.
9. Should it become apparent that laboratory testing of tiles, adhesives or grouts is required, the client will be referred to UKAS, the UK Accreditation Service, for details of an appropriate accredited testing house. The client will be responsible for arranging and paying for any tests.
10. Additional services such as a detailed response to correspondence for use in court will incur an additional charge of **£135 +VAT per hour**. Should the inspector be required to attend court, a charge of **£195 +VAT per hour** plus travel expenses will be incurred.
11. Additional fees or expenses may be charged if there is no inspector local to the inspection site.
12. The inspection will not be undertaken until payment has been received in full and the final inspection report will not be issued until full payment for our services has been received.
13. The settlement of any additional costs must be paid on issue of the invoice and prior to receiving the results from the additional services.

14. The report is made by the Association acting as an expert, and not as an arbitrator or a mediator. No extension, implied or actual, of the scope of this service offered can be accepted and no liability in contract tort or otherwise attaches to the Association or its agents in respect of any advice, or lack of advice, given in such report.
15. The Tile Association reserves the right, as its sole discretion, to decline any request for the service.

Terms and Conditions for use with TTA Domestic Technical Service:

1. This technical service offered by The Tile Association may only be provided for domestic installations typically less than 50 sqm.
2. The information provided by the client must be provided in line with the online form.
3. The response given by TTA will be a simple email based on British Standards, not a full report and will be based on the information provided and available to the inspector.
4. The response will not be provided until payment has been received in full.
5. The response provided will not be eligible for evidence in court.
6. The response will not include advice or producing specifications for any necessary remedial work or providing estimates on cost of the same.
7. The Tile Association reserves the right, as its sole discretion, to decline any request for the service.