

REFUND POLICY

HOLDING DEPOSIT

The payment of holding deposit money is by way of confirmation that the applicant wishes to enter into negotiations with TSL Property LTD in respect of the property they wish to rent out and is strictly not refundable should the applicant subsequently withdraw their application, or fail to sign the Tenancy Agreement on the agreed date.

The acceptance of holding deposit money does not constitute an acceptance of the applicant by the Landlord or Landlord's agent, nor the granting of the tenancy.

The holding deposit is fully refundable within 7 days if the property becomes unfit for purpose or if the Landlord withdraws from the deal.

TENANCY DEPOSIT

TSL Property LTD will refund a Tenancy Deposit fourteen working days from the end of the tenancy. Within ten Working Days from the end of the tenancy, TSL Property LTD will inform the tenant if there are any deductions to be made.

RENT REFUND

- Vacating the property earlier than the contractual end date.

Should the Tenant decide to vacate any earlier within the contractual period or notice to vacate period, the Tenant will not be refunded for the remaining days of their agreement.

- Lack of hot water and/or heating

TSL Property LTD will refund 10% of the rent on pro rata basis should the Tenant suffers lack of hot water and/or heating for more than three weeks in a row.