

Terms & Conditions

GRIT Appliance Repair: Service Agreement

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Abilene, Texas | gritappliance.com

GRIT Appliance Service believes customers should know what to expect before, during, and after a service appointment. These Terms & Conditions are intended to clearly explain our service charges, diagnostic process, scheduling, repair procedures, parts policies, warranties, and other service requirements.

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1. Service Charges & Diagnostic Fee

A flat-rate trip and diagnostic charge of **\$129.99**, including applicable sales tax, applies to each service call for one appliance. The price you are quoted is the price you pay, so you know what to expect before we arrive.

The \$129.99 trip and diagnostic charge consists of a \$64.99 trip charge and a \$65.00 diagnostic charge. The trip charge covers dispatching a technician and traveling to the service location. The diagnostic charge covers the technician's professional inspection, testing, troubleshooting, experience, and determination of the appliance failure.

The \$129.99 trip and diagnostic charge is a flat-rate service and is not based on the amount of time required to diagnose the appliance.

Some GRIT Appliance Service technicians have more than 10 years of appliance repair experience and may be able to identify certain failures very quickly based on symptoms, sounds, operating behavior, visual condition, known failure patterns, or testing results.

A diagnosis reached quickly does not reduce the value or price of the diagnostic service. Customers are paying for the technician's experience, training, qualifications, diagnostic knowledge, and ability to accurately identify the problem rather than simply the number of minutes spent at the appliance.

An experienced technician's ability to reach a diagnosis efficiently benefits the customer as well by reducing unnecessary testing and allowing the customer to continue with their day as quickly as possible.

The trip and diagnostic service is considered completed once the technician has traveled to the service location and performed the applicable inspection and diagnosis. The charge remains due regardless of how quickly the diagnosis is reached or whether the appliance can ultimately be repaired.

The \$129.99 trip and diagnostic charge covers diagnosis of one appliance. Additional appliances may be subject to additional diagnostic charges.

When a repair is approved during the initial visit or within 30 days of the original service visit, the trip and diagnostic charge will be applied toward the approved repair in accordance with these terms.

2. Advanced Diagnostic Testing & Sealed Systems

The standard trip and diagnostic charge covers the testing reasonably necessary to identify the appliance failure or affected system.

Certain failures, particularly refrigeration sealed-system problems, may require substantially more invasive or time-consuming procedures if a more specific determination of the exact internal failure is requested or required.

A qualified technician can often determine that a sealed-system problem exists through temperatures, compressor behavior, frost patterns, electrical testing, operating characteristics, pressures where service access is already available, and other diagnostic indicators.

Determining that the sealed system has failed, however, is not necessarily the same as determining the exact location or component responsible for that failure.

For example, determining whether a sealed-system problem is specifically caused by a refrigerant leak, restriction, inefficient compressor, contamination, or another internal condition may require access to the refrigerant circuit that the manufacturer did not provide for diagnostic purposes.

When appropriate service access does not already exist, advanced testing may require physical modification of the sealed system. This may include installation or brazing of service access ports, connection of refrigeration gauges and diagnostic equipment, refrigerant recovery or handling, pressure or vacuum testing, leak detection procedures, extended run-time monitoring, or other specialized procedures.

These procedures may require specialized equipment, materials, refrigerant handling, and several hours of technician labor.

Advanced or invasive sealed-system testing is not included in the standard \$129.99 trip and diagnostic charge and may be subject to applicable sealed-system labor, refrigerant, and material charges.

When additional advanced testing is recommended, the technician will discuss the need for the additional testing and applicable charges with the customer before proceeding whenever reasonably possible.

GRIT Appliance Service is not required to physically alter, open, access, or disassemble a sealed refrigeration system solely to provide a more specific diagnosis under the standard diagnostic charge when the available testing has already established that a sealed-system failure exists.

In some cases, the additional cost required to determine the exact internal sealed-system failure may not be economically reasonable, particularly when the initial diagnosis has already established that sealed-system repair or replacement of the appliance would be required.

The customer may choose whether to authorize additional testing when a more exact determination is desired.

3. Emergency Service & Priority Scheduling

Emergency Service is an optional priority scheduling service offered by GRIT Appliance Service.

By requesting Emergency Service, the customer agrees to pay the applicable Emergency Service Fee in exchange for having their service appointment prioritized ahead of regularly scheduled service calls, regardless of how far the standard service schedule is booked.

The Emergency Service Fee is a priority scheduling and dispatch fee and is separate from any applicable trip and diagnostic charges, labor, parts, materials, taxes, or other repair charges.

Emergency Service is subject to technician availability. While GRIT Appliance Service will make reasonable efforts to provide service as quickly as possible, Emergency Service does not guarantee same-day arrival or same-day completion of the repair.

Repairs requiring parts, additional labor, manufacturer authorization, or other circumstances beyond GRIT Appliance Service's control may require a return visit.

Once an Emergency Service appointment has been accepted and priority scheduling or dispatch has occurred, the Emergency Service Fee is non-refundable, including if the appliance cannot be repaired during the initial visit or parts must be ordered.

4. Service Appointment, Accessibility & Adult Presence

Customers must provide clear, safe, and reasonable access to the appliance at the time of service. Customers are responsible for clearing the surrounding area and removing personal belongings or other items that may restrict technician access.

Some appliances may need to be partially or fully uninstalled, moved, disconnected, or otherwise made accessible in order to properly diagnose or repair the unit.

Unless otherwise agreed upon in advance, the customer is responsible for ensuring the appliance is sufficiently accessible before the scheduled appointment.

GRIT Appliance Service technicians do not move furniture or disconnect appliances from plumbing or gas when doing so cannot be performed safely or is outside the scope of the authorized service.

If the appliance is not sufficiently accessible at the time of service and the technician cannot complete the applicable diagnosis, the trip and diagnostic charge will still apply.

The charge will remain valid for up to 30 days if the customer corrects the accessibility issue and reschedules service within that period.

If any person under the age of 18 is present inside the home or service location during an appointment, a parent, legal guardian, property owner, or other responsible adult age 18 or older must also be present for the duration of the technician's time inside the property if not vacant.

GRIT Appliance Service technicians will not enter or remain inside a residence or other private service location when a minor is the only person present.

If a technician arrives and a minor is present without an adult age 18 or older, service will be declined and the appointment will need to be rescheduled. The technician or our office will work with the customer to select a new appointment date and time based on the customer's needs and available scheduling. Any applicable trip and diagnostic charge will still apply as the technician was dispatched and traveled to the scheduled service location.

The responsible adult must remain available while the technician is on the property to provide access, communicate regarding the appliance, and authorize any additional work or charges when necessary.

5. Parts Availability & Repairs

All replacement parts used by GRIT Appliance Service are OEM or high-quality aftermarket components based on availability, application, and customer approval.

Replacement parts are subject to availability through manufacturers and GRIT Appliance Service's approved distributors.

GRIT Appliance Service does not manufacture replacement parts and has no control over manufacturer production, distributor inventory, backorders, discontinuations, shipping delays, or future parts availability.

GRIT Appliance Service cannot guarantee that a part required to complete a repair will be available, remain in production, or become available within a specific timeframe.

Parts may be discontinued, backordered, restricted, superseded, unavailable through approved sources, or otherwise unobtainable due to circumstances outside of our control.

Parts availability is separate from the diagnostic service performed by the technician.

If a technician successfully diagnoses an appliance but the required part is unavailable, discontinued, backordered, or otherwise cannot be obtained, the completed trip and diagnostic charge remains due and is non-refundable.

The inability to obtain a required component does not invalidate or reduce the value of a diagnostic service that has already been completed.

GRIT Appliance Service is not responsible for manufacturer or distributor inventory, discontinued components, shipping delays, supply-chain issues, manufacturer restrictions, or changes in parts availability.

6. Customer-Provided Parts

GRIT Appliance Service does not install customer-provided parts.

All parts used in our repairs must be sourced through our approved manufacturers and distributors to help ensure proper compatibility, quality, safety, traceability, and warranty coverage.

Installing parts supplied by a customer may also create insurance, warranty, and liability concerns that GRIT Appliance Service cannot assume.

If you are considering purchasing your own part and would like to discuss whether an exception may be possible, you must contact our office before purchasing the part.

Please do not purchase parts with the expectation that GRIT Appliance Service will install them without prior approval.

7. Repair Approval & Payments

Once a repair is approved, 50% of the total repair cost is due upfront to allow for parts ordering and scheduling.

The remaining balance is due upon completion of service.

GRIT Appliance Service accepts cash, debit cards, and major credit cards.

Checks are not accepted unless pre-approved.

8. Parts Orders, Cancellations & Returns

Parts ordered for a repair are purchased specifically for the customer's appliance and are subject to the applicable supplier's return and cancellation policies.

If a repair is canceled after parts have been ordered, the customer is responsible for:

- A 15% restocking fee based on the cost of the returned part(s).
- A \$15 outbound shipping charge for shipping from the supplier to GRIT Appliance Service.
- A \$15 return shipping charge for shipping the part(s) back to the supplier.
- Any applicable trip and diagnostic charges if they have not already been paid or credited toward a completed repair.
- Any additional non-refundable supplier, special-order, freight, or shipping charges applicable to the order.

These charges are assessed to recover costs incurred after parts have been ordered and cannot be waived when imposed by the supplier, distributor, manufacturer, or shipping provider.

Certain electrical, electronic, special-order, discontinued, or otherwise restricted components may not be returnable once ordered.

When a supplier does not accept a return, the customer remains responsible for the applicable cost of the part following cancellation of an approved repair.

9. Warranty

We stand by our work.

GRIT Appliance Service provides:

- Residential appliances: 1-year warranty on parts and labor.
- Commercial appliances: 30-day warranty on parts and labor.

Warranty coverage applies to the parts supplied and work performed by GRIT Appliance Service as part of the applicable repair.

Warranty coverage does not extend to unrelated failures, additional components that subsequently fail, pre-existing conditions, or conditions outside the scope of the original repair.

Warranty coverage may be void when:

- The appliance or repaired component is tampered with, modified, or serviced by another party after GRIT Appliance Service completes the repair.
- Improper use, abuse, neglect, electrical problems, plumbing problems, external conditions, or another condition unrelated to our repair causes or contributes to the failure.
- The appliance is moved, transported, disconnected, or reinstalled improperly after service.
- Damage or failure results from a condition outside the repair originally performed by GRIT Appliance Service.

10. Property Access & Safety

Customers must provide a safe working environment and reasonable access to the appliance.

GRIT Appliance Service reserves the right to stop, postpone, or decline work when a technician determines that conditions are unsafe, unsanitary, inaccessible, or may create an unreasonable risk of injury or property damage.

Any trip and diagnostic service already performed remains chargeable if work cannot continue because of a condition outside of GRIT Appliance Service's control.

11. Installations

GRIT Appliance Service does not perform general appliance installations of new or used appliances.

We specialize in appliance diagnostics, repair, maintenance, and applicable safety services.

Removal or reinstallation of components as necessary to perform an authorized appliance repair does not constitute a general appliance installation service.

12. Service Area & Additional Mileage

GRIT Appliance Service is happy to serve customers outside of our standard 30-mile service radius.

Service locations outside of this radius are subject to an additional charge of \$3.75 per mile outside the standard service radius.

Additional mileage may apply when circumstances outside of GRIT Appliance Service's reasonable control increase the travel distance required to reach the service location.

13. Limitation of Liability

To the extent permitted by applicable law, GRIT Appliance Service is not responsible for losses or damages resulting from conditions outside the scope of the work performed or circumstances outside of our reasonable control, including:

- Pre-existing damage, deterioration, or wear.
- Product defects, manufacturer recalls, design defects, or discontinued components.
- Manufacturer or distributor parts shortages, backorders, discontinuations, or shipping delays.
- Loss or spoilage of food.
- Loss of productivity, use, time, business, revenue, or other consequential losses resulting from appliance failure, downtime, or parts delays.
- Water damage, electrical issues, plumbing issues, or structural damage not caused by work performed by GRIT Appliance Service.
- Additional appliance failures or component failures unrelated to the repair performed.
- Delays resulting from manufacturer authorization, warranty-provider authorization, parts availability, shipping carriers, weather, unsafe conditions, or other circumstances outside of GRIT Appliance Service's reasonable control.

14. Acceptance of Terms

By scheduling, authorizing, accepting, or receiving service from GRIT Appliance Service, the customer acknowledges and agrees to these Terms & Conditions.

These terms are intended to establish clear expectations regarding service charges, diagnostics, repairs, parts availability, scheduling, warranties, and other aspects of service so that both the customer and GRIT Appliance Service understand the scope and conditions of the services being provided.