Terms & Conditions

GRIT Appliance Repair: Service Agreement

Effective Date: July 2025

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.

Table of Contents

1. Service Charges & Diagnostic Fee
2. Advanced Diagnostic Testing & Sealed Systems
3. Emergency Service & Priority Scheduling
4. Scheduling, Missed Appointments & Late Cancellations
5. Service Appointment, Accessibility & Adult Presence
6. Technician Communication & Contact Policy
7. Parts Availability & Repairs
8. Customer-Provided Parts
9. Repair Approval & Payments
10. Parts Orders, Cancellations & Returns
11. Warranty
12. Warranty Rechecks & Return Service Calls
13. Dryer Heating Elements & Exhaust Vent Maintenance
14. Warranty Claims & Verification
15. Warranty Service Requirements
16. Property Access & Safety
17. Installations
18. Service Area & Additional Mileage
19. Limitation of Liability
20. Acceptance of Terms

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. Scheduling, Missed Appointments & Late Cancellations

Scheduling & Appointment Windows

GRIT Appliance Service schedules appointments within designated arrival windows. These windows represent estimated technician arrival periods rather than guaranteed arrival times.

Customers are responsible for ensuring that an authorized adult is available and that the appliance is accessible during the scheduled appointment window.

Missed Appointments & 10-Minute Waiting Period

When a technician arrives at the scheduled service address during the customer's appointment window and cannot obtain access, the technician will allow up to ten (10) minutes from the documented arrival time for the customer to respond.

If the customer remains unavailable after ten minutes, the technician must proceed to the next scheduled appointment to avoid delaying other customers.

For an appointment to officially count as missed, the technician must:

- Arrive at the correct service address within the appointment window.
- Allow the required ten-minute waiting period.
- Leave a GRIT Appliance Service missed appointment notification card on the front door.
- Photograph the notification card on the front door.
- Record the arrival time, departure time, and photograph in the service record.

An appointment will not count toward the customer's missed appointment total unless these documentation requirements have been completed.

This process ensures accurate records and provides documentation in the event of a scheduling dispute.

Late Cancellations & Rescheduling

Customers must provide at least twenty-four (24) hours' notice before the beginning of their scheduled appointment window when canceling or rescheduling.

Appointments canceled or rescheduled by the customer with less than twenty-four (24) hours' notice will count as one (1) missed appointment toward the two-appointment limit.

Customer-initiated late cancellations will be documented using the date and time the cancellation request was received. Technician arrival, notification cards, and photographs are not required for appointments canceled before dispatch.

Appointments canceled or rescheduled by GRIT Appliance Service will not count against the customer.

Repeated Missed Appointments & Advance Payment

Customers are permitted up to two (2) documented missed appointments or late cancellations before mandatory advance payment requirements take effect.

Any combination of two missed appointments, late cancellations, or one of each will result in the customer being required to pay the full $129.99 trip and diagnostic charge before scheduling any future service appointments.

Once implemented, the advance payment requirement will apply to all future appointments.

If the customer misses another appointment or cancels with less than twenty-four (24) hours' notice after prepayment is required, the prepaid $129.99 will be applied to that missed appointment or cancellation to cover reserved appointment time and applicable scheduling or dispatch costs.

The payment will not transfer to another appointment. A new $129.99 advance payment will be required before rescheduling.

When the customer is available and the scheduled service is performed, the advance payment will be applied toward the trip and diagnostic charge.

Our standard thirty (30) day diagnostic fee waiver for approved repairs will remain applicable.

The first two missed appointments or late cancellations are not necessarily free of applicable charges. They are the threshold for implementing mandatory prepayment.

5. 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.

If service cannot proceed because no responsible adult is present, the customer is unavailable, or access to the appliance cannot be provided, the appointment may be classified as missed in accordance with the scheduling and documentation requirements outlined under "Scheduling, Missed Appointments & Late Cancellations." Applicable service charges and advance payment requirements will apply.

6. Technician Communication & Contact Policy

To ensure our technicians can remain on schedule and provide timely service to all customers, technicians' personal or direct phone numbers are not customer service contact numbers. A technician may call or text from their assigned number to notify you that they are on the way, request access, or communicate information necessary for the scheduled service visit. Receiving a call or text from a technician does not authorize the use of that number for future contact.

Technicians may complete up to ten service calls per day. Their working time is dedicated to traveling, diagnosing, repairing, and documenting scheduled service calls. For this reason, technicians are unable to provide ongoing customer service, scheduling assistance, repair updates, warranty assistance, technical support, or other customer service through their direct numbers.

A technician's personal time and time away from work are valuable and should be respected. Customers should not contact technicians directly during evenings, weekends, days off, or other personal time regarding service matters. All customer communication should be directed through the GRIT Appliance Service office.

For all questions, concerns, scheduling requests, estimates, invoices, parts, repair updates, warranty matters, or requests for additional information, customers should contact GRIT Appliance Service through our official customer service channels:

Office: (325) 999-4748

Email: gritappliance@outlook.com

Our office will assist the customer directly and communicate with the technician when necessary. This allows our technicians to focus their working hours on customers currently scheduled for service while also respecting their personal time outside of work.

7. 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.

8. 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.

9. 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.

Advance Payment for Repeated Missed Appointments

Customers who have accumulated any combination of two (2) documented missed appointments or late cancellations are required to prepay the $129.99 trip and diagnostic charge before scheduling any additional service appointments.

Each subsequent missed appointment or late cancellation will require a new advance payment before another appointment can be scheduled.

Please refer to the "Scheduling, Missed Appointments & Late Cancellations" section for the complete policy.

10. 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.

11. Warranty

GRIT Appliance Service stands behind the quality of our repairs and offers limited parts and labor warranties based on the type of appliance, replacement components used, and the warranty coverage applicable to the authorized repair.

Warranty Coverage & Replacement Part Classification

OEM & Premium Replacement Parts – Residential Appliances

Qualifying residential repairs performed using Original Equipment Manufacturer (OEM) or premium-quality aftermarket replacement parts include a one (1) year limited parts and labor warranty.

Economy Aftermarket Replacement Parts – Residential Appliances

GRIT Appliance Service may offer customers lower-cost aftermarket replacement parts as an alternative to OEM or premium-quality components. These economy components may differ in materials, construction, durability, manufacturing standards, and expected service life.

Repairs performed using economy aftermarket replacement parts include a thirty (30) day limited parts and labor warranty, provided the reduced warranty coverage is disclosed to the customer before repair authorization.

The applicable part classification and warranty period will be communicated during the estimate or repair approval process.

If a longer warranty was originally promised or the reduced warranty was not disclosed before authorization, the original warranty commitment will remain in effect.

Commercial Appliances

Commercial appliance repairs include a thirty (30) day limited parts and labor warranty regardless of replacement part classification, unless otherwise agreed upon in writing.

Warranty coverage begins on the date the original authorized repair is completed.

What Our Warranty Covers

Warranty coverage applies specifically to replacement components supplied and installed by GRIT Appliance Service and the workmanship associated with the original authorized repair.

If an installed component experiences a covered manufacturing defect or the original repair fails because of defective workmanship during the applicable warranty period, GRIT Appliance Service will repair or replace the affected component at no additional charge for covered parts, labor, or the associated warranty diagnostic visit.

This warranty applies only to the specific repair performed and does not constitute a warranty on the entire appliance or unrelated components.

Warranty Replacements & Coverage Periods

Replacing a defective component under warranty does not automatically restart, renew, or extend the original one-year warranty period.

When a component is replaced under an approved warranty claim, the replacement will remain covered for the remainder of the original warranty period or thirty (30) days from the replacement date, whichever provides the longer coverage period.

A warranty replacement does not automatically establish a new one-year warranty unless expressly provided by GRIT Appliance Service in writing.

Customers remain entitled to all coverage originally promised during the applicable warranty period.

Repeated Component Failures & Optional Upgrades

When an economy aftermarket component experiences repeated failures, GRIT Appliance Service may recommend upgrading to an OEM or premium-quality replacement component to improve reliability and reduce the likelihood of future failures.

Customers may elect to upgrade by paying any additional approved cost associated with the upgraded component or repair. The applicable warranty for the upgraded repair will be communicated before authorization.

An optional upgrade is not required to receive repairs or replacements otherwise covered under the customer's existing warranty.

Warranty Exclusions & Limitations

Warranty coverage does not extend to:

- Failures involving components unrelated to the original authorized repair.
- Pre-existing appliance conditions or additional component failures that develop independently of the original repair.
- Damage caused by misuse, abuse, neglect, improper operation, or inadequate maintenance.
- Electrical supply problems, power surges, plumbing issues, gas supply problems, or external conditions that cause or contribute to the failure.
- Damage resulting from improper appliance movement, transportation, disconnection, or reinstallation.
- Modifications or repairs performed by another individual or company when those actions cause or contribute to the claimed failure.
- Normal wear and tear, cosmetic damage, or deterioration unrelated to a defect covered by the original warranty.
- Failures caused by conditions outside the scope of GRIT Appliance Service's authorized work.

The use of aftermarket replacement parts does not, by itself, invalidate warranty coverage. Coverage is determined by the applicable warranty classification and the cause of the reported failure.

12. Warranty Rechecks & Return Service Calls

GRIT Appliance Service will provide a return diagnostic visit and necessary corrective repairs at no additional charge when the reported failure is determined to be covered under the original warranty.

If the technician determines that the appliance is experiencing a separate or unrelated failure, the return visit will be treated as a new service call, and the standard $129.99 trip and diagnostic charge will apply.

Similar symptoms do not necessarily indicate that the original repair has failed.

Customers will be informed before scheduling a warranty recheck that additional diagnostic charges may apply if the reported issue is unrelated to the covered repair.

Any newly identified repair will require customer authorization before additional work proceeds. The standard thirty (30) day diagnostic fee waiver remains available for qualifying approved repairs.

Customers will not be charged for legitimate covered warranty repairs.

13. Dryer Heating Elements & Exhaust Vent Maintenance

Dryer heating elements require proper airflow to operate safely and reliably.

Restricted airflow caused by lint accumulation, clogged exhaust vents, crushed vent hoses, or improper vent installation can result in overheating and premature heating element failure.

For repairs involving dryer heating elements, the dryer exhaust vent must have been professionally cleaned within six (6) months before the repair or cleaned within seven (7) calendar days following the repair.

If cleaning is required after the repair, the dryer must not be operated until the vent has been cleaned and any identified airflow restrictions have been corrected.

Dated documentation of vent cleaning should be provided to GRIT Appliance Service and may be required when submitting a related warranty claim.

Heating element failures caused by restricted airflow, improper vent maintenance, or continued operation against documented service recommendations are excluded from warranty coverage.

Failure to complete recommended vent maintenance may affect warranty coverage when that condition causes or contributes to the reported failure.

These requirements apply specifically to dryer heating element repairs and do not eliminate otherwise applicable warranty coverage on unrelated repairs.

14. Warranty Claims & Verification

Customers requesting warranty service should submit a warranty claim through the designated Warranty Claim Form on the GRIT Appliance Service website.

Claims may also be discussed by contacting our office at 325-999-4748 or gritappliance@outlook.com.

Customers should provide their original repair information and a description of the reported problem.

GRIT Appliance Service reserves the right to inspect the appliance, review the original service records, and perform reasonable diagnostic testing to determine whether the reported failure qualifies for warranty coverage.

Submitting a warranty claim does not automatically establish warranty eligibility or schedule a return service appointment.

A covered defect reported during the applicable warranty period remains eligible for review even if scheduling delays or replacement part availability require the return visit to occur after the original warranty expiration date.

Submit a Warranty Claim: gritappliance.com/warranty-claim

15. Warranty Service Requirements

Warranty repairs must be performed or authorized by GRIT Appliance Service.

The limited warranty applies to the original customer and service address listed on the authorized repair invoice and is non-transferable, except where otherwise required by law.

GRIT Appliance Service is not responsible for unauthorized third-party repair expenses or labor charges.

Nothing in this warranty eliminates or limits any consumer rights or protections that cannot lawfully be waived under applicable state or federal law.

The warranty terms applicable when a repair was originally authorized remain controlling for that repair.

16. 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.

17. 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.

18. 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.

19. 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.

20. 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.