

# Terms & Conditions

## GRIT Appliance Repair – Service Agreement

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## 1. Service Charges

- A diagnostic fee of \$129.99 (plus tax) is required for all service calls.
- This fee will be applied to the total repair cost if you approve the repair during or after the visit.
- The fee covers diagnosis for one appliance. Additional appliances may incur additional diagnostic charges.

## 2. Emergency & After-Hours Service

Emergency or after-hours service is subject to a flat fee of \$150, in addition to the diagnostic charge.

## 3. Payments

- Half of the total repair cost is required up front once a repair is approved, to allow for part ordering and scheduling.
- The remaining balance is due upon completion of service.
- We accept cash, debit cards, and major credit cards.
- We do not accept checks unless pre-approved.

## 4. Parts & Repairs

- All replacement parts used are OEM or high-quality aftermarket, based on availability and customer approval.
- Once parts are ordered, they are non-refundable.
- GRIT is not responsible for shipping delays, discontinued parts, or manufacturer supply issues.

## 5. Warranty

We stand by our work:

- Residential appliances: 1-year warranty on parts and labor
- Commercial appliances: 90-day warranty on parts and labor

Warranty is void if:

- The appliance is tampered with after service
- Improper use, electrical issues, or plumbing problems cause damage
- The appliance is moved or reinstalled improperly after service

## 6. Property Access & Safety

- Customers must provide clear and safe access to the appliance.
- GRIT technicians do not move furniture or unhook appliances from plumbing or gas unless safely accessible.
- Dryer vent cleaning does not include roof exhausts. We only service wall or side vents accessible from ground level or first-floor exterior.

## 7. Installations

GRIT Appliance Repair does not perform appliance installations of any kind (new or used units). We specialize in diagnostics, repair, maintenance, and safety services only.

## 8. Limitation of Liability

GRIT Appliance Repair is not liable for:

- Pre-existing damage or wear
- Product defects, manufacturer recalls, or discontinued components
- Loss of food, productivity, time, or revenue due to appliance failure or part delays
- Water damage, electrical issues, or structural damage not caused by our work

By accepting service from GRIT Appliance Repair, you agree to these terms and conditions. These guidelines ensure transparency, fairness, and high-quality service for all customers.

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