

**Grout Grouch® Terms & Conditions**  
**Version 5.2 – Effective March 1, 2026**  
**Parties to This Agreement**

**Contractor:**

The company providing the services, as identified on the estimate, work order, invoice, or other service documentation.

**Customer:**

The property owner or authorized representative receiving services.

All services are provided by the Contractor identified on the estimate, work order, invoice, or other service documentation. "Grout Grouch®" is a licensed trademark and brand name only and is not the Contractor or service provider.

**Acceptance of Terms:**

Customer acknowledges that requesting service, scheduling, approving an estimate, sending written or electronic authorization, or allowing work to begin constitutes acceptance of these Terms & Conditions, whether or not signed.

**1. NATURE OF SERVICES:**

Contractor performs maintenance and restoration of existing tile installations including re-grouting, re-caulking, cleaning, sealing, color sealing, and minor repairs. Services are maintenance only. Contractor is not the original installer, builder, plumber, remodeler, waterproofing contractor, or mold remediation contractor.

**1A. LIMITED SERVICE AREA:**

Services are limited to grout and caulk joints worked on. Contractor assumes no responsibility for performance of the entire tile area, enclosure, or system.

**2. SCOPE OF WATER INTRUSION SERVICES:**

Grout and caulk are surface materials and may allow water through joints when deteriorated. Services may reduce water entry but do not repair or replace waterproofing systems. Waterproofing depends on concealed construction and plumbing outside the scope of services. Contractor does not guarantee leak correction, waterproofing, or repair of construction or plumbing defects.

**3. PRE-EXISTING INSTALLATION CONDITIONS:**

Installations may be aged or improperly constructed. Contractor is not responsible for failure of liners, backing, framing, plumbing, or prior installation defects. Movement of tubs, pans, or walls may cause grout or caulk separation. Shower floors are subject to movement and moisture retention; cracking or loss of grout is a normal maintenance condition, not defective workmanship.

#### **4. MOISTURE & LEAK ACKNOWLEDGEMENT:**

Leaks after service typically indicate concealed waterproofing, plumbing, or structural conditions beyond serviced joints. This does not limit the warranty. If installed grout or caulk fails to adhere within the warranty period, Contractor will repair only the areas serviced. Structural or concealed failures are not workmanship.

#### **5. MOLD:**

Contractor does not test for or remediate mold.

#### **6. MAINTENANCE RESPONSIBILITY:**

Ventilation, cleaning, and humidity control are the Customer's responsibility and affect longevity

#### **7. CARE INSTRUCTIONS:**

Failure to follow care instructions may result in damage and void the warranty.

#### **8. TILE & MATERIAL RISK:**

Services use tools on existing tile and stone which may be aged, brittle, or improperly installed. Minor chipping, scratching, or marks may occur despite reasonable care. Loose or compromised tiles may detach or break during normal service. Contractor assumes no responsibility for condition or prior installation of materials. Such occurrences are inherent risks and not defective workmanship. Incidental stabilization does not constitute installation or repair. Contractor does not provide reconstruction, waterproofing, or tile replacement.

#### **9. APPEARANCE:**

Payment is for services performed, not cosmetic perfection.

#### **10. COLOR MATCHING:**

Exact color match is not guaranteed. Variations due to age, use, lighting, or materials are normal and not defective workmanship.

#### **11. CAULKING:**

Caulking is a maintenance material requiring periodic replacement.

#### **12. SERVICE LIFE:**

Grout and sealers are maintenance materials. Cracking, shrinkage, or discoloration over time is normal wear.

#### **13. MINOR TILE REPAIRS:**

Surface repair only; no structural or plumbing repair.

**14. NOT A HOME INSPECTION:**

Contractor does not perform structural or plumbing inspections.

**15. ACCESS & ANIMALS:**

Customer must provide safe access and secure pets.

**16. HIDDEN CONDITIONS:**

If hidden deterioration or failure is found, work may stop and labor remains billable.

**17. WORK AROUND PLUMBING TRIM:**

Contractor works around trim only and does not perform plumbing services.

**18. PLUMBING FIXTURES:**

Service requires normal operation of fixtures and cleaning around trim. Aged or deteriorated components may fail, leak, or break during normal use or service. Contractor does not install, repair, or evaluate plumbing systems and assumes no responsibility for fixture condition. Customer acknowledges inherent risk of failure. Any plumbing-related damage is not the responsibility of Contractor unless caused by gross negligence. Repairs must be performed by a licensed plumber.

**19. LIMITED WORKMANSHIP WARRANTY:**

Contractor warrants adhesion of grout, caulking, and color sealant installed by Contractor for six (6) months under normal residential use.

**20. OPPORTUNITY TO INSPECT AND CORRECT:**

Customer must notify Contractor of any issue and allow inspection and opportunity to correct before third-party work. Contractor is not responsible for costs or damages from work performed by others without prior notice.

**21. PROPERTY IN WORK AREA:**

Contractor is not responsible for items left in the work area.

**22. ATTACHED ACCESSORIES:**

Contractor does not install or repair accessories such as doors, shelves, or grab bars.

**23. TEMPORARY ODORS:**

Temporary odors may occur during and after service.

**24. NO VERBAL REPRESENTATIONS:**

No oral statements or representations by Contractor or its representatives constitute a warranty or guarantee. Only written terms apply. Employees are not authorized to modify these Terms.

**25. PAYMENT:**

Payment due upon completion unless otherwise agreed.

**26. SCHEDULING:**

Cancellation required by 9:00 AM the prior business day.

**27. LIMITATION OF LIABILITY (IMPORTANT)**

**LIABILITY IS LIMITED TO THE AMOUNT PAID FOR THE SERVICE.**

**28. CONTINUED USE AFTER A LEAK:**

Customer must stop use and notify Contractor if a leak is observed.

**29. NO PROFESSIONAL EVALUATION:**

Services do not constitute inspection.

**30. NON-TILE COMPONENTS:**

Contractor is not responsible for non-serviced components.

**31. SLIP HAZARD NOTICE:**

Surfaces may be slippery after service; use caution until safe.

**32. PHOTOGRAPHS:**

Customer permits documentation photographs.

**33. TIME LIMITATION FOR CLAIMS:**

Claims must be brought within one (1) year.

**34. ENTIRE AGREEMENT:**

This agreement represents the entire agreement. No verbal statements are binding.