

Service Warranty

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods or services repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In addition to the minimum conditions or warranties expressed or implied by the Australian Consumer Law relating to the sale of products or services of this kind in Australia, The Grout Guy Pty Ltd, The Grout Guy Victoria Pty Ltd, The Grout Guy NSW Pty Ltd, The Grout Guy Queensland Pty Ltd (**The Grout Guy**) provides the following additional warranty in support of a full shower re-grout service supplied by The Grout Guy within Australia (**Service**):

1. 10-year waterproof warranty

1.1 The Grout Guy warrants that, subject to the terms and conditions of this warranty set out in this document, for a period of 10 years from the date of supply of the Service to the party who purchased the Service from The Grout Guy (**you**):

- (1) the grout applied to the tiled surface or tile installation during the Service will stay waterproof; and
- (2) if the grout applied to the tiled surface or tile installation during the Service does not stay waterproof, it will at The Grout Guy's election, be replaced or repaired without cost to you or you will be refunded the price you paid for the Service.

2. Exclusions and limitations

2.1 This warranty is not transferable to any subsequent owner of your property.

2.2 This warranty will be void where:

- (1) the tiled surface or tile installation has been subjected to misuse, negligence or accident by you or any third party; or
- (2) the tiled surface or tile installation has been modified, repaired or altered by you or any third party; or
- (3) the tiled surface or tile installation is affixed to a building which has experienced structural movement and/or defects and/or cracking; or
- (4) you have not followed the after-care and maintenance instructions we provided to you.

2.3 This warranty does not apply to a partial shower re-grout service. It applies only to a full shower re-grout service.

2.4 This warranty applies only to grouting services and where grout has been applied. It does not apply to silicone and where silicone has been applied.

2.5 This warranty only applies if the grout applied to the tiled surface or tile installation during the Service is no longer waterproof. It does not apply to shower leaks or mould.

