Grout Medic of Chattanooga

Limited Warranty, Satisfaction Guarantee & Disclaimers

Our Commitment to You

We stand behind our workmanship and are committed to making sure you are satisfied with the work we perform.

In addition to the service-specific warranties outlined below, every completed job includes:

- **A 7-Day Workmanship Check:** If you notice an apparent workmanship issue within 7 days of completion, contact us and we will review the concern and, if the issue is determined to be related to our workmanship and is not otherwise excluded under these terms, correct the covered issue at no charge. No formal warranty claim is required during this 7-day period. Chipping or scratching that may occur during the regrouting process is addressed separately under the Touch-Up & Repair provisions in the General Terms below.

- **A Simple Warranty Claims Process:** Contact our office with your name, service address, and a description of the issue. Photos are helpful. We will respond to warranty inquiries within 2 business days and, when the issue is covered, schedule the appropriate corrective work at no charge.

- **Clearly Defined Warranty Terms:** Each service has its own specific warranty period, coverage, exclusions, and maintenance requirements.

- **Transferable Warranties Where Specified:** Certain warranties identified below transfer automatically to a new homeowner if the property is sold during the applicable warranty period, at no additional cost.

How to File a Warranty Claim

Contact our office by phone or email and provide:

1. Your name
2. The service address
3. A description of the issue
4. Photos of the issue, when available

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We will respond within **2 business days**. If the issue is determined to be covered under the applicable warranty, we will schedule the appropriate corrective work at no charge.

Warranty coverage applies only to the specific work performed by Grout Medic of Chattanooga and is subject to the terms, exclusions, and maintenance requirements outlined below.

Warranty Period Summary

Service	Warranty Period	Transferable
Epoxy Regrout	**6 years**	Yes
Grout Color Seal	**6 years**	Yes
Cementitious Regrout	**2 years**	No
Re-Caulk — Showers & Tubs	**6 months**	No
Re-Bonding / Single Tile Repair	**90 days**	No
Grout Clear Seal	**No service-specific warranty**	No
Shower Pan Regrouting & Repair	**No service-specific warranty**	No
Water Damage Repair	**No warranty**	No
7-Day Workmanship Check	**7 days**	N/A

Service-Specific Warranties

Epoxy Regrout

Grout Medic of Chattanooga warrants epoxy regrouting workmanship for **six (6) years from the date of completion**.

This warranty is **transferable** to a new homeowner if the property is sold during the warranty period, at no additional cost.

This warranty covers workmanship-related failure of the epoxy grout installed by Grout Medic of Chattanooga.

This warranty does not cover:

- Structural or design issues

- Settlement or movement of the structure
- Environmental conditions
- Plumbing or waterproofing failures
- Leaks
- Dry rot
- Damage behind or beneath the tile installation
- Issues caused by loose, moving, or improperly supported tile
- Damage caused by bleach-based or other harsh cleaning products
- Damage caused by alterations, repairs, or modifications made by the homeowner or their agents after service

Annual professional cleaning is recommended to help maintain the appearance and performance of the grout. This is a recommendation and is **not a condition of warranty coverage**.

Grout Color Seal

Grout Medic of Chattanooga warrants **Grout Color Seal services** for **six (6) years from the date of completion**.

This warranty is **transferable** to a new homeowner if the property is sold during the warranty period, at no additional cost.

This warranty covers workmanship-related failure of the color sealer applied by Grout Medic of Chattanooga.

Because this service works with existing grout, some variation in color, texture, staining, or appearance may remain after cleaning and sealing. Existing grout condition can affect the final appearance.

This warranty does not cover:

- Structural or design issues
- Normal wear

- Color variation caused by existing grout conditions
- Color seepage or staining originating from beneath or behind the grout
- Environmental conditions
- Leaks
- Dry rot
- Damage behind or beneath the tile installation
- Loose or moving tile
- Loose, deteriorated, or failing grout
- Damage caused by improper cleaning products
- Damage caused by alterations, repairs, or modifications made by the homeowner or their agents after service

Maintenance Requirement: Customers must regularly clean sealed grout using appropriate **pH-neutral cleaning products**. Failure to properly maintain the sealed surface may affect warranty coverage.

Grout Clear Seal

Grout Clear Seal cleans and seals existing grout without changing its color.

Because this service works with existing grout, we cannot guarantee that the original grout color, staining, or appearance will be completely uniform after cleaning and sealing. Existing discoloration, staining, wear, and variations in the grout may remain visible.

A **Grout Clean & Color Seal** service is available for customers who want to improve color consistency throughout the treated area.

Because Grout Clear Seal works with existing grout rather than replacing or repairing the grout itself, this service carries **no service-specific warranty**.

The **7-Day Workmanship Check** still applies to workmanship performed during the original service, subject to the General Terms and Exclusions.

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Regular cleaning and maintenance after service will help preserve the results.

Professional cleaning and resealing is recommended approximately every **6 months to 1 year**, depending on use, traffic, and maintenance.

Cementitious Regrout

Grout Medic of Chattanooga warrants workmanship on cementitious (standard) regrout services for **two (2) years from the date of completion** in residential applications.

Cementitious grout is porous and will naturally wear, discolor, and require resealing over time. These are expected characteristics of the material and are not considered workmanship defects.

This warranty does not cover:

- Structural or design issues
- Settlement or movement
- Environmental conditions
- Plumbing or waterproofing failures
- Leaks
- Dry rot
- Damage behind or beneath the tile installation
- Issues caused by loose or moving tile
- Damage caused by bleach-based or other harsh cleaning products
- Failure to properly maintain or reseal the grout
- Alterations, repairs, or modifications made by the homeowner or their agents after service

Maintenance Requirement: Cementitious grout must be professionally sealed within the first year after installation and resealed approximately every **1–2 years thereafter**, depending on use and conditions.

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Failure to properly maintain and reseal cementitious grout may void this warranty.

Customers seeking longer-term durability and a reduced maintenance schedule should ask about our **Epoxy Regrout** option.

Shower Pan Regrouting & Repair

Shower pan grout is exposed to constant moisture and can be affected by conditions beneath and around the tile, including moisture trapped within the mortar bed pan assembly, calcium buildup, drainage conditions, and the condition of the existing installation.

These underlying conditions may be outside the scope of our work and cannot always be identified before or during service.

Because of these existing-condition risks, **Shower Pan Regrouting & Repair carries no service-specific warranty against moisture-related curing problems, underlying pan conditions, leaks, or failures originating beneath the tile installation.**

If newly installed grout does not cure properly because of an underlying moisture or pan condition, Grout Medic of Chattanooga may return to inspect and attempt to remedy the issue. Any additional work required because of an existing condition outside the scope of our original service will be quoted and approved before the work is performed.

The **7-Day Workmanship Check** applies to workmanship concerns that are unrelated to the excluded existing conditions described above.

We strongly recommend **epoxy grout for shower pans** where appropriate.

Re-Caulk Services for Showers & Tubs

Grout Medic of Chattanooga warrants shower and tub re-caulking workmanship for **six (6) months from the date of completion**.

This warranty covers workmanship-related failure of the caulk installed by Grout Medic of Chattanooga.

Re-caulking seals exposed joints and can help reduce water intrusion through those joints. However, re-caulking does not correct underlying plumbing, waterproofing, structural, ventilation, or moisture problems.

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Mildew or discoloration may return because of moisture, humidity, ventilation, cleaning habits, or conditions behind or beneath the tile.

This warranty does not guarantee that mildew or discoloration will not return.

Mildew present on or around caulk is not, by itself, evidence of workmanship or product failure.

We recommend:

- Wiping down and drying tile surfaces after each use
- Maintaining adequate bathroom ventilation
- Replacing shower and tub caulk approximately every **1–2 years** as routine maintenance, or sooner when deterioration is visible

If caulk fails due to a workmanship-related issue during the warranty period, Grout Medic of Chattanooga will return and correct the covered workmanship issue at no charge.

Water Damage Repair

Water damage repair involves working with existing materials that may have experienced an unknown amount of moisture exposure or deterioration.

Customers should provide matching replacement tile whenever possible. Grout Medic of Chattanooga may be able to source replacement tile for an additional service charge, but we cannot guarantee an exact match in color, size, texture, finish, or availability.

A grout color match can only be guaranteed across the surrounding area when Grout Medic of Chattanooga performs a **full regrout or full color seal of that area**. Spot repairs may result in visible differences between new and existing grout.

Because water damage repair involves unknown existing conditions and previously affected materials, **Water Damage Repair carries no warranty**.

The **7-Day Workmanship Check** applies only to workmanship concerns related to the specific work performed and does not create a warranty for the underlying water damage, pre-existing conditions, or materials affected by prior moisture exposure.

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This exclusion applies only to the water damage repair work and does not affect any separate, currently valid warranty that may exist elsewhere on the property.

Re-Bonding / Hollow Tile & Single Tile Repairs

Re-bonding is intended for situations where a tile can potentially be stabilized without removing and replacing the tile.

Re-bonding is generally not recommended when:

- Floors contain extensive hollow-sounding or separating tiles
- The subfloor has excessive movement, bounce, or flex
- The underlying substrate is damaged or unstable
- The underlying condition requires more extensive tile or substrate repair

These underlying conditions are outside what re-bonding is designed to correct.

Where appropriate, Grout Medic of Chattanooga provides a **90-day limited workmanship warranty** on re-bonded tiles.

If the specific tile we re-bonded becomes loose again within 90 days due to our workmanship, we will return and correct the covered workmanship issue at no charge.

This warranty does not cover movement, settlement, substrate failure, structural issues, moisture problems, or other underlying conditions outside the scope of the re-bonding service.

A grout color match can only be guaranteed across the surrounding area when Grout Medic of Chattanooga performs a **full regrout or full color seal of that area**. Spot repairs may result in visible differences between new and existing grout.

General Terms & Exclusions

Chipping or Scratching

Minor chipping or scratching can occasionally occur during grout removal because existing grout must be mechanically removed from joints adjacent to tile.

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We take reasonable care to minimize this risk; however, existing tile condition, installation methods, tile material, and the condition of the existing grout can affect the process.

Chipping or scratching resulting from the grout-removal process is **not covered under the 7-Day Workmanship Check or the service-specific workmanship warranties**.

If cosmetic damage occurs, available touch-up or repair options can be discussed separately.

Mold

Grout Medic of Chattanooga does not warrant against mold growth or mold discovered during or after service when caused by moisture, ventilation, plumbing, waterproofing, structural, or other conditions outside the scope of our work.

Our services do not include mold remediation unless specifically stated in the written scope of work.

Structural & Settlement Issues

Structural movement, settlement, shifting, substrate movement, or other structural conditions are not covered by any warranty in this document.

Plumbing

The customer is responsible for plumbing repairs and for removal or reinstallation of plumbing fixtures, including shower valves, tub fixtures, faucets, toilets, and other plumbing components that interfere with the project.

We recommend using a qualified, licensed plumber when plumbing work is required.

Electrical

The customer is responsible for electrical work, including removal or installation of light fixtures or other electrical components that interfere with the project.

We recommend using a qualified, licensed electrician when electrical work is required.

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Tile Replacement

The customer is responsible for providing replacement tile and trim when required.

If additional tile is needed or the customer requests that Grout Medic of Chattanooga source or purchase tile on their behalf, an additional service charge will apply in addition to the cost of materials.

Exact tile matches cannot be guaranteed.

Customer Alterations

Warranty coverage does not apply to damage or failure caused by alterations, repairs, modifications, misuse, abuse, or work performed by the homeowner or third parties after Grout Medic of Chattanooga completes the service.

Transferability

Only warranties specifically identified as **transferable** in this document may be transferred to a new homeowner.

The following warranties are transferable:

- **Epoxy Regrout — 6 years**
- **Grout Clean & Color Seal — 6 years**

Transfer occurs automatically if the property is sold during the applicable warranty period and does not require an additional transfer fee.

The new homeowner should retain a copy of the original invoice or other documentation showing the service date as proof of the warranty period.

All other warranties are limited to the original customer and are not transferable unless otherwise agreed to in writing by an authorized representative of Grout Medic of Chattanooga.

Final Terms

This warranty applies only to services performed by Grout Medic of Chattanooga and is subject to the specific terms, exclusions, limitations, and maintenance requirements stated above.

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Warranty coverage is limited to correcting covered workmanship issues. It does not include unrelated repairs, consequential damage, replacement of unrelated materials, plumbing, electrical, structural, waterproofing, mold remediation, or other work outside the original scope of service.

This warranty may not be modified, extended, or altered except in a written document signed by an authorized representative of Grout Medic of Chattanooga.