

Terms & Conditions

For the purpose of these Terms & Conditions- Groutwizard, Grout Medic and the Regrout Service will be referred to as "Regrout Services".

1 We accept no responsibility for discoloration of new grout caused by dampness behind tiles. An additional charge will apply to rectify this.

2 We cannot guarantee to stop leaks. Factors such as leaking pipes, taps, structural problems with walls, defective shower screens, shower bases, baths etc have also to be taken in account.

3 Whilst regrouting, where loose tiles need to be refixed we cannot guarantee that the tiles will fit flush again with the surrounding wall and surrounding tiles, an additional charge will be made for this service. Where the service is required, a strong sealant is used to fix the tiles to the walls and used also to fill gaps between the tiles rather than grout. This is to give the tiles added protection against movement and water leakage. If this service is required at a later date, a service charge will apply.

4 We do not accept responsibility for broken tiles, resulting from tiles not being fixed to the wall properly.

5 We do not accept responsibility for cracked or crumbling grout due to loose fitting tiles and / or moving surfaces beneath or behind tiles.

6 Maintenance instructions must be followed in order to help protect grout and silicone seals from discoloration and deterioration. Regrout Services does not guarantee against discoloration and deterioration of grout and silicone seals as it is the customer's responsibility to follow maintenance instructions. Service charges will apply if Regrout Services has to return at a later date to rectify grout and silicone seal discoloration and deterioration.

7 Regrout Services does not accept responsibility for discoloration and deterioration of grout caused by dampness coming from behind tiles.

8 If silicone seals round baths, shower bases, shower screens, kitchen bench tops etc. crack due to too much moment a service charge will apply to rectify this. If this occurs

again, it is a customer's responsibility to contact a suitable tradesman to rectify abnormal movement between surfaces.

9 Regrout Services does not accept the responsibility for blockage of drainage holes on shower screens where they have been sealed over previously or the customer requests the shower screen to be sealed on the inside, which may cause them to become blocked.

10 Regrout Services does not accept responsibility for existing crazing or cracks on the surface of the tiles due to wear and tear or a manufacturing fault. The appearance of crazing or cracks may become more enhanced after tiles are regouted due to the grout setting into the craze or crack of the tile.

Payment terms, cash and bank transfer are accepted. Payment is strictly on completion of the finished work.