THE GRILL BOYS
TERMS OF SERVICE

Effective Date: May 9, 2026

Welcome to The Grill Boys. By scheduling or using our services, you agree to the following Terms of Service. Please read them carefully.

1. Services Provided

The Grill Boys provides residential and commercial grill-related services, including but not limited to:

- Grill cleaning and degreasing
- Grill assembly and installation
- Routine maintenance and inspections
- Replacement of standard grill components
- Outdoor kitchen maintenance
- Grill troubleshooting and basic repair services

Service availability may vary by location and scheduling.

2. Scheduling & Appointments

Appointments may be scheduled online, by phone, email, or social media. Customers agree to:

- Provide accurate contact and service information
- Ensure access to the service location at the scheduled appointment time
- Notify us promptly of any scheduling conflicts

We reserve the right to reschedule appointments due to weather, unsafe conditions, emergencies, or unforeseen circumstances.

3. Pricing & Payment

Pricing is based on:

- Grill size and condition
- Type of service requested
- Required labor and materials
- Travel distance (if applicable)

Payment is due upon completion of service, unless otherwise agreed in writing.

Accepted payment methods may include:

- Cash
- Check

Late or unpaid balances may result in additional fees or denial of future service.

4. Cancellation Policy

Customers may cancel or reschedule appointments with at least 24 hours notice. Cancellations made with less than 24 hours notice may be subject to a cancellation fee. No-shows or inaccessible properties may also result in service charges.

5. Customer Responsibilities

Customers are responsible for:

- Ensuring grills are turned off and cool prior to service
- Providing safe and accessible working conditions
- Removing personal belongings or obstructions near the work area
- Informing us of known gas leaks, electrical issues, pest infestations, or any other known safety or hazardous conditions

Failure to provide a safe working environment may result in refusal or termination of service.

6. Repairs & Existing Damage

The Grill Boys is not responsible for:

- Pre-existing damage, rust, corrosion, or wear
- Mechanical or ignition failures unrelated to our services
- Manufacturer defects
- Damage caused by improper prior installation or maintenance

During cleaning or maintenance, existing deterioration may become visible. We will notify customers when possible if additional repairs are recommended.

7. Assembly Services

For customer-supplied grills or products:

- Customers must provide all original parts, manuals, and hardware when possible
- We are not liable for missing manufacturer parts

- Assembly timelines may vary depending on complexity

We reserve the right to decline assembly of damaged, unsafe, recalled, or incomplete products.

8. Warranty Disclaimer

Unless explicitly stated in writing:

- Services are provided “as is”
- We do not guarantee manufacturer performance
- We do not provide warranties on customer-supplied equipment or parts

Any labor warranty offered by The Grill Boys will be limited to the specific service provided and timeframe stated on the invoice or estimate.

9. Limitation of Liability

To the fullest extent permitted by law, The Grill Boys shall not be liable for:

- Indirect or consequential damages
- Loss of use
- Food loss or spoilage
- Fire, gas, or electrical incidents unrelated to negligence by our company
- Delays caused by weather, supply shortages, or manufacturer issues

Total liability shall not exceed the amount paid for the specific service provided.

10. Photos & Marketing

We may take before-and-after photos of grills or work areas for quality control and marketing purposes. Photos will not intentionally include personal or sensitive information. Customers may request in writing that their property or equipment not be used in promotional materials.

11. Commercial Services

Commercial customers may be subject to separate agreements, recurring service plans, or custom billing terms.

12. Governing Law

These Terms of Service shall be governed by and interpreted under the laws of the State of New Jersey, without regard to conflict of law principles.

13. Changes to Terms

The Grill Boys reserves the right to update or modify these Terms of Service at any time without prior notice.Continued use of our services constitutes acceptance of any revised terms.

14. Contact Information

For questions regarding these Terms of Service, please contact The Grill Boys via:

- Phone: 609-342-6469
- Email: TGB@thegrillboys.com
- Website: https://www.thegrillboys.com