



www.downhomerepair.com

Professional Handyman Services

“Handymen help homeowners stay happy”

Policies & Service Agreement

We're not a big company and we don't get bogged down in policies. Here are a few simple policies that help set expectations

SCHEDULING & SERVICE

Initial estimate and consultation appointments are at no cost to the homeowner within our primary service area. There may be a minimal fee for estimates outside our primary area. See service area on our website for specifics.

Before we begin work we will meet with you or your representative on site and completely assess your needs. This includes a thorough examination of the problem or project area.

If the job is a service issue that can be fixed during the initial visit we will review cost with you prior to beginning work.

Minimum billed time is 1 hour.

For jobs that require a more complete quote and/or over \$100 in material purchase, we will prepare an estimate off-site and deliver to you via email, mail or in person. Once we have received your approval on the estimate and initial down payment we will purchase materials and schedule work appointments.

If we encounter a situation during the job that will change the scope and cost of the project, we will stop work and consult you before proceeding. If you agree to the expanded scope of work we will produce a change order to amend the initial contract to reflect the additional work and cost.

If we must reschedule an appointment we will make every attempt to do so 24 hours prior and we ask the homeowner to do the same.

We will do our best to remove all construction debris. We will bag what fits in contractor bags and stack what does not neatly in a location of your choosing. All removal of debris from the premises is the sole responsibility of the homeowner unless specifically stated in the initial contract. We will remove most debris for an additional charge.

PAYMENT

We accept cash, personal checks and all major credit cards. There will be a processing fee of 2.75% added to the total for credit card processing. A \$25 fee will be applied for returned checks.

For basic service jobs, payment is due in full at the completion of the job unless specifically agreed upon in writing on the initial work order.

For contract jobs 50% down payment, or the cost of materials, whichever is greater, is due prior to purchasing material and beginning work. Final payment is due immediately upon completion unless otherwise agreed upon in advance. Credit terms are available for repeat customers.

Rates vary based on the type work being performed. A 10% handling fee will be charged on material and procurement time will be included in labor charges.

WARRANTIES

From the date of project completion, all new construction workmanship is under warranty for a 12-month period and repairs/modifications to existing workmanship are under warranty for a 30- day period. Our warranty excludes normal workmanship defects defined as natural imperfections visible only by close inspection at a distance of 36” or less and natural curing cracks of caulk, grout, and concrete. Warranties are void of any liability for materials or products supplied by the customer or customer’s agents. Manufacturer warranties apply to all supplied materials as applicable.

As always, we thank you for your business and look forward to working with you.

Homeowner Name (Print): _____

Homeowner Signature: _____