

Livingston County Handyman, LLC – General Terms and Conditions

All General Terms and Conditions apply effective 1/2/24, unless otherwise agreed to in writing:

By contacting Livingston County Handyman, LLC and requesting Handyman services to a specific location you agree to the following general terms and conditions:

1.) **Rates and Fees that apply if a price is not agreed to in advance:**

- a. \$60 Service Call to arrive at any job location in Livingston County, MI – and the first 30 minutes after I arrive are free (included in service call fee).
 - i. Add \$1 per Mile for job locations outside of Livingston County, MI
- b. \$60 per Hour after the first 30 minutes, or \$15 for every 15 minutes in the case of a partial hour.
- c. \$50 Risk/Hazard Fee to do any job that involves working inside electrical panels or on energy sources greater than 120 Volts, working at elevated heights (> 10 feet), encountering biohazards, or other circumstances deemed risky or hazardous – this will be noted and agreed to by customer before the commencement of work so there are no surprises.
- d. Emergency Service Fees – defined as any call to arrive at a job location outside of normal business hours - add \$50 to Service Call Fee, plus any work performed after the first 30 minutes will be at the rate of \$100 per Hour – no partial hours, no exceptions.
- e. Materials will be charged at cost and paid for separately – anything that remains at the job location after I leave is considered a material. Note that I can usually buy materials at a discount, so you will typically save money here.
- f. Rental Equipment Fees – in some cases renting power equipment will help to complete the job more cost effectively. Rental equipment fees for a job will be paid for separately by the customer, after being discussed and agreed to by the customer before the commencement of work, so there are no surprises.

Any time I spend getting materials or rental equipment for a job is part of the first 30 minutes included in the service call, or the time spent will be charged as billable hours if it occurs after the first 30 minutes on the job.

Any time or money spent leaving to get tools to finish a job will be on my dime and time. Additionally, the customer isn't billed for unproductive time on a job, which includes breaks,

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lunches and error corrections. Note – if I'm waiting for something (drywall mud, paint, caulk, etc.) to dry before continuing that's considered idle work, not unproductive, time.

If I leave to get tools (stuff I own and keep) and materials (stuff the customer owns and keeps) to finish a job, that time is billed at 50%.

2.) **One (1) Year Satisfaction, Quality and Craftsmanship Guarantee:**

- a. If you're not satisfied with the quality and craftsmanship of the work performed by Livingston County Handyman, LLC at any time within one year from the date of service, you have a guarantee that Livingston County Handyman, LLC will do everything reasonably possible to make it right, or you'll get your money back!
- b. Livingston County Handyman, LLC is not responsible for any material defects or the failure of any product produced by another company, even if that product was modified, built, assembled, installed, or otherwise used, in a repair or replacement project completed by Livingston County Handyman, LLC; unless the defect or failure of the material or product can be directly attributed to the negligence of Livingston County Handyman, LLC.
- c. The parties agree that in fairness, at no time, regardless of perceived loss and damage, will the combined general or negligent liability cost to Livingston County Handyman, LLC and its interested insurance provider, exceed more than one hundred times (100x) the fees paid to Livingston County Handyman, LLC for the related services which were provided.

3.) **Other Matters** – any item not covered herein shall be governed by established trade customs.