

How we check reviews

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The Polish version of this document is legally binding. This translation is here to help you understand it. [Polish version](#)

In short (text shown with the list of reviews): A review can be left only by a Client who chose this Professional through HandyMan24 and whose Contract has been confirmed as done. Every review is linked to a specific Contract. [How we check this → \(https://www.handyman24.eu/en/how-we-verify-reviews/\)](https://www.handyman24.eu/en/how-we-verify-reviews/)

Who can leave a review

Only a party to a Contract that has been confirmed on the Platform. Without such a Contract the review form will not open – you cannot rate a Professional “from outside”, after just a conversation or after looking at their profile. That is why every review carries the label “Confirmed order”.

A fake job created just to get a review costs the Professional real commission: at least 60 zł for each Contract.

Why both parties write “blind”

The Client and the Professional review each other. We publish the reviews at the same time – when both parties have written them or when 14 days have passed. No one sees the other party’s review before writing their own, so there is no point in answering “in revenge” or bargaining over ratings.

What we watch for

- **Benefits for a review are prohibited** – money, a discount, a partial refund of the price, a gift. We check messages on the Platform for such offers.
- **Forcing a review is prohibited** – on both sides.
- We check that the same person is not on both sides of a Contract (we compare, among other things, the phone number, device, NIP (tax ID) and bank account, without storing this data in the result of the check).
- For a review that was bought, forced or comes from a fake job, we remove the review and block the account (Appendix 5 to the Terms of Service).

When a review disappears

Only in two cases: when the author hides it themselves, or when our staff member finds a breach of the rules in [Appendix 4](https://www.handyman24.eu/en/terms-of-service/appendix-4/) (<https://www.handyman24.eu/en/terms-of-service/appendix-4/>), § 5 (e.g. personal data, forcing proven by the conversation, a fake job). **We do not remove a review because it is negative**, or at the request of the person reviewed. We record every hiding with the reason, and the author receives a statement of reasons.

How we calculate the average

We show the average once there are 3 reviews. All reviews have the same weight – we do not favour newer ones or leave out the lowest. Reviews of someone as a Client and as a Professional are counted separately. Reviews from training jobs are not included in the average.

Photos in reviews

The “before” and “after” photos come from the Professional’s app and are taken on site during the Contract. We show them publicly only with the Client’s consent.