

Appendix 1 to the HandyMan24 Terms of Service. Jobs, dates and cancellation

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

§ 1. Job and Contract

1. A Job may cover one or several pieces of work. The Client chooses a Professional for each piece of work separately. The work entrusted to one Professional makes up one Contract.
2. Each Contract stands on its own: a cancellation, dispute or complaint about one Contract does not affect the other Contracts from the same Job.
3. Job statuses: **Draft, Published, Closed, no one chosen, Cancelled**. Contract statuses: **Worker chosen, In progress, Done, Confirmed, Cancelled, Dispute**.

§ 2. Publication

1. Before publishing, the Client gives: the work from the catalogue (or their own name for the work), the quantity where it can be counted (e.g. square metres – this field is mandatory; pieces and hours – approximately), the address, the preferred date, a description, and photos if the Platform asks for them.
2. The Client also names the person who will meet the Professional on site – their first name and phone number. This may be the Client or someone else, e.g. a neighbour. By giving another person's details, the Client confirms that they have that person's consent to pass the details to the chosen Professional and have informed them of the [Privacy Policy](#) (<https://www.handyman24.eu/en/polityka-prywatnosci-3/>). Only the chosen Professional sees that person's details, and only until the Contract ends.
3. Until the Client confirms their e-mail address, the Job is saved but Professionals cannot see it. It becomes visible once the link in the e-mail is clicked; the publication period is counted from that moment.
4. For work from the catalogue, the Client sees an indicative price range. It is a guide based on Platform data, not a Platform price and not an offer: the price of each piece of work is set by the Professional in the Offer.
5. The Job text goes through an automatic check (Terms of Service, § 7). We hide contact details in the description until a Professional is chosen.
6. A Professional may report a Job that is not a genuine work request, is spam or concerns something prohibited. The report is reviewed by a human.

§ 3. Publication period and changes

1. A Job is visible to Professionals until a deadline that depends on the preferred date of the work; the Platform shows it with the Job. Before the deadline we send a reminder, and the Job can be extended once.
2. A Job in which the Client has not chosen anyone during that whole period moves to the status “Closed, no one chosen”.
3. Until a Professional is chosen for a given piece of work, the Client may change the Job. The authors of Offers are notified only of material changes: the scope of work, the address or area, and the date. After a change, Offers remain valid, and a Professional may withdraw their Offer.
4. Work for which a Professional has already been chosen cannot be removed from the Job. The Contract can be cancelled instead (§ 7).

§ 4. After a Professional is chosen

1. After the choice, the parties see each other’s full names and phone numbers and the address of the work. They agree on a date in Platform messages or by phone.
2. If the Professional does not turn up on the agreed date, the Client can report it on the Platform. The report is reviewed by a human.
3. After the Contract ends (status “Confirmed” or “Cancelled”), the phone numbers and the details of the person meeting the Professional disappear from the parties’ view. The conversation on the Platform remains. The Client can give the same Professional another piece of work with the “Order again” button.

§ 5. “Before” and “after” photos

1. The Professional takes a photo of each piece of work in the app before starting it and after finishing it. The photos document that the work was done: they are useful in a dispute and in a complaint.
2. The photos are seen by the parties to the Contract and – in a dispute – by our staff member. We show them publicly, on the Professional’s page, only after the Client’s express consent. The consent can be withdrawn at any time. Automatic confirmation of a Contract (§ 6) is not consent.
3. A missing “before” photo because of a network failure on site is not in itself evidence that the work was not done.

§ 6. Change of scope, completion and confirmation

1. If it turns out on site that there is more or less work, the Professional proposes a change on the Platform, and the Client accepts or rejects it. The price does not change without the Client’s consent. Rejecting a proposal is not a violation.

2. Reducing the scope does not lower the Contract amount below the Minimum call-out (Appendix 2, § 3).
3. When finished, the Professional marks the Contract as “Done”. The Client confirms completion or reports a problem.
4. If the Client neither confirms nor opens a dispute within **7 days**, the Contract is confirmed automatically. We send a reminder before the deadline. **Automatic confirmation does not take away the Client’s right to complain** about defects in the work (§ 8).

§ 7. Cancellation

1. **Before a Professional is chosen**, the Client cancels the Job in full, without consequences. The authors of Offers are notified.
2. **After a Professional is chosen**, either party may cancel the Contract – in full or for part of the work. The party cancelling chooses a reason from a list (for “Other” they add a comment) and confirms that the work has not been and will not be done by that Professional. The other party sees the reason from the list; they never see the comment.
3. If, after a partial cancellation, the amount of the work falls below the Minimum call-out, the whole Contract is cancelled.
4. Cancelled work goes back to the search in the same Job: Professionals can see the Job again, and current Offers from other Professionals for that work become valid again. If less than 24 hours of the publication period remain, we extend it.
5. A few days after a cancellation we may ask the Client whether the problem has been solved. Answering is voluntary.
6. When a cancellation affects an account (violation weights) is described in Appendix 5. The commission refund after a cancellation is described in Appendix 2, § 5.

§ 8. Dispute and complaint

1. Either party may open a **dispute** from the moment a Professional is chosen until the Contract is confirmed. They choose a reason from a list, describe the problem and may add photos. A dispute suspends any change in the status of that Contract and the commission refund for it.
2. A dispute is reviewed by our staff member on the basis of the Platform messages, photos and the parties’ explanations. They decide whether the Contract ends as “Confirmed” or “Cancelled” and whether the Professional gets a full, partial or no commission refund. Both parties see the reasons. The decision can be challenged through “Help”; it is reviewed again by a different administrator, provided we have more than one staff member, and in every case with written reasons.
3. A decision in a dispute concerns Platform matters only. It does not settle the parties’ claims against each other – those remain governed by civil law.

4. **Complaint** after confirmation: the Client files it with the “File a complaint” button next to the completed Contract or through “Help”. The conversation with the Professional reopens, both parties are notified immediately, and our staff member sees the case. Contact details are not disclosed again.
5. A complaint does not move any money through the Platform: commission is the fee for bringing about the Contract, and the Client paid the Professional directly. The Client’s rights against the Professional arise from the law (in particular the rules on statutory liability for defects in the work), and the Platform does not limit them.