

Appendix 4 to the HandyMan24 Terms of Service. 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](#)

§ 1. Who leaves a review and when

1. A review can be left **only after a Contract with the status “Confirmed”** – by the Client about the Professional and by the Professional about the Client. Each party leaves one review for each Contract. Without a confirmed Contract, a review cannot be left.
2. There are **14 days** from confirmation of the Contract to leave a review. We remind both parties. The Professional may ask the Client for a review once.
3. We publish both parties’ reviews **at the same time**: when both parties have left them or when the deadline passes. Until then, neither party sees the other’s review.

§ 2. Content of a review

1. A review consists of a rating from 1 to 5 stars and an optional comment. The Client may add up to 10 photos and attach the “before” and “after” photos from that Contract.
2. A review must concern that specific Contract and describe the author’s own experience.
3. Before sending, the system checks the comment. Phone numbers, addresses, links and profanity must be removed before the review is accepted – we do not cut anything out silently.

§ 3. What is not allowed

1. **You must not offer, demand or accept any benefit for a review** – money, a discount, a partial refund of the price, a gift, extra work for free – or for changing or deleting a review.
2. **You must not force a review**, e.g. by making the handover of the work or a price reduction depend on it, or by threatening a bad review.
3. You must not create fake Jobs or Contracts to get a review, or review yourself from another account.

§ 4. How we calculate the rating

1. We show a Professional’s average rating once they have 3 reviews. Before that, the profile shows the label “New pro”.

2. The rating as a Professional and the rating as a Client are two separate numbers and do not affect each other.
3. Reviews from training Contracts are not included in the rating.
4. Creating a new account does not reset the rating: if we establish that the new account belongs to the same person, the review history moves to it.
5. After the author's account is deleted, their review stays in the average, but without their name.

§ 5. Reply, hiding and removal

1. The person reviewed may reply publicly to a review once, within 30 days. They cannot edit someone else's review.
2. The author may hide their own review at any time.
3. We hide a review only after a staff member has checked it, when:
 1. it contains personal data or offensive content;
 2. forcing of the review has been proven by the conversation on the Platform;
 3. we have confirmed that the Job was fake;
 4. the review concerns a different Contract from the one under which it was left.
4. **We do not hide a review at the request of the person reviewed just because it is negative,** and we do not enter into any arrangements on this.
5. We usually handle a report about a review within 48 hours. We tell the author and the person who reported it about the decision and the reasons for it.
6. We show "before" and "after" photos on the Professional's page only after the Client's express consent, which can be withdrawn.

How we check that reviews come from real clients is described on the [How we check reviews](https://www.handyman24.eu/en/how-we-verify-reviews/) (<https://www.handyman24.eu/en/how-we-verify-reviews/>) page.