

Appendix 5 to the HandyMan24 Terms of Service. Violations and their consequences

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

The consequence of a violation is a temporary restriction of what you can do on the Platform. **We do not impose financial penalties**, and no debt to us arises from a violation. The only financial element is a higher commission rate while restrictions apply (§ 4(3)).

§ 1. Grounds and weights

Each violation has a weight. An account restriction may result **only from the grounds listed in this section**.

Weight 1

1. Cancelling a Contract after the choice for a reason on your own side (e.g. “I won’t make it in time”, “I got sick”).
2. The Professional not turning up on the agreed date without notice.
3. Failing to meet the agreed completion date without the Client’s consent.
4. The Professional not arriving after accepting an urgent job.

Weight 3

5. Repeatedly raising the price on site – a pattern of frequent proposals to increase the amount above the Offer.
6. Defective work confirmed after a complaint has been reviewed.
7. Offensive behaviour, harassment or profanity towards the other party, confirmed after a report.
8. Repeated attempts to pass on contact details before the choice by getting around the hiding (Appendix 3, § 3(3)).
9. Misuse of reasons that blame the other party: at least half of at least 5 cancellations within 90 days blame the other party, and checking does not confirm these allegations.

Weight 10

0. Proven bypassing of the Platform (Appendix 3, § 4).
1. Forcing a review (Appendix 4, § 3(2)).
2. Offering, demanding or accepting a benefit for a review (Appendix 4, § 3(1)).

3. Fake Jobs, Contracts or reviews, collusion between the parties.
4. Forged documents or someone else's documents or data given during verification.

§ 2. Who assigns a weight

1. We assign **automatically** only weight 1 under § 1(1) – when the person cancelling has themselves indicated a reason on their own side.
2. All other weights are assigned by a **staff member** after checking the facts. An allegation by the other party (e.g. “The Professional did not turn up”) does not by itself assign anything; it is a signal to check.
3. Repeating the same violation within 90 days counts double.
4. Each assignment has a date and the number of the point of this Appendix in the version in force on the day of the violation.

§ 3. What is not a violation

1. Withdrawing an Offer before the choice, including after a change of the work area or category.
2. The Client rejecting an Offer, and the Client rejecting a proposed change of scope.
3. A change of scope accepted by the Client.
4. The first cancellation within 30 days by a Professional because they cannot reach the Client.
5. Suspension of Offers because of missing tax data (Appendix 6, § 4) – this is a legal requirement, not a penalty.
6. Withholding a commission refund pending a check (Appendix 2, § 5).
7. Loss of a qualification badge after the register entry expires.
8. Being blocked in a conversation by another User.

§ 4. Levels

1. We add up the weights from the last **180 days**:

Total	Account status	What happens
0–2	All in order	nothing
3–5	Warnings	notification: what was assigned, why and how to improve; no restrictions
6–9	Restrictions, 14 days	Professional: Offers shown lower; Client: at most one active Job at a time
10 or more	Blocked, 7 days	Professional: cannot submit Offers; Client: cannot publish new Jobs

2. At a total of 20 or more, a staff member considers whether to terminate the contract with the User. **We do not block anyone permanently by automated means.**
3. In the “Restrictions” status, a staff member may decide to raise the Professional’s commission rate by **no more than 5 percentage points** for as long as that status lasts. The total rate does not exceed 30%. The increase does not apply retroactively and ends automatically when the account leaves that status.
4. Restrictions lasting longer than the 7-day block (e.g. for further violations) are described in a notification with the end date.

§ 5. Intentional violations

1. Proven bypassing of the Platform, fraud, fake Contracts or forged documents (§ 1 points 10, 13 and 14) lead to the immediate blocking of the account, regardless of the total weight. A staff member then considers whether to terminate the contract without notice (Terms of Service, § 11(2)).
2. A person whose contract we have terminated for this reason may not create new accounts. To enforce this, we store cryptographic hashes of their identifiers, e.g. phone number and PESEL (Polish national ID number) – the rules are described in the [Privacy Policy](https://www.handyman24.eu/en/polityka-prywatnosci-3/) (<https://www.handyman24.eu/en/polityka-prywatnosci-3/>).

§ 6. Expiry, improvement and appeal

1. Each weight expires after **180 days**. The account status improves by itself, and we let you know.

2. Every **5 confirmed Contracts** without new violations remove 1 weight point early. This does not apply to weight 10, which expires only with time.
3. We notify you of every assignment and every change of status: what was assigned, under which point, whether the decision was automated, what happens next and how to appeal. The account status and the list of assignments are shown in the “Account status” tab.
4. An **appeal** against any assignment and any restriction can be filed within **30 days** of the notification, with the “Appeal” button or through “Help” (topic “I am blocked or restricted”) – also without logging in.
5. An appeal is reviewed by a human, usually within **3 working days**. The reviewer may uphold the assignment, reduce the weight or cancel it; cancellation restores the previous account status. We give reasons in writing. If the decision was made by the same person who reviews the appeal, we say so and give reasons for the decision again.
6. An appeal on the Platform does not limit the right to go to court or to use out-of-court dispute resolution (Terms of Service, § 9).