



Handyman Direct – Terms of Service

1. Scope of Services

Handyman Direct LLC (“Handyman Direct,” “we,” “us,” or “our”) provides residential and commercial handyman, painting, repair, maintenance, and related services throughout Broome County, New York, and surrounding areas. By engaging our services or using our website, you agree to these Terms of Service.

2. Estimates and Quotes

- Estimates are provided free of charge.
 - Written quotes are guaranteed for the limited time stated on the quote.
 - Acceptance of a quote, estimate, or work order constitutes a binding agreement for services.
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3. Payments

- Payments are due as specified on the applicable estimate, work order, or invoice.
 - We currently accept cash, check, and credit card payments
 - To offset processing fees, we may offer a discount for payments made by cash or check. This is a **cash discount**, not a credit card surcharge, and complies with New York State law.
 - All sales are final. No refunds will be issued once work has begun.
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4. Cancellations and Rescheduling

- Once a signed quote or work order has been accepted, cancellations are not permitted.
 - Rescheduling requests will be considered at our discretion and subject to availability.
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5. Workmanship Warranty – The Direct Guarantee™

All services are backed by our **Direct Guarantee™**, which provides a one-year workmanship warranty covering labor-related defects. Full terms of the Direct Guarantee are available on our website. This warranty does not extend to materials, products, or conditions outside the scope of our work.



6. Liability and Insurance

- Handyman Direct maintains appropriate liability insurance.
 - Customers are responsible for maintaining their own property insurance.
 - We are not liable for:
 - Pre-existing issues with your property.
 - Delays caused by weather, supply chain disruptions, or factors beyond our control.
 - Incidental or consequential damages, including lost profits or use of property.
 - Our maximum liability is limited to the total amount paid for the specific service giving rise to the claim.
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7. Intellectual Property

All website content, including text, graphics, logos, and images, are the property of Handyman Direct LLC and may not be copied, reproduced, or distributed without our prior written consent.

8. Website Use

By using our website, you agree not to:

- Misuse the site or interfere with its security or functionality.
- Attempt to copy, scrape, or extract our content for commercial use.
- Use our site to transmit harmful or illegal material.

We may provide links to third-party websites. We are not responsible for the content, policies, or practices of those sites.

9. Payments Made Online

If online payments are made through our website:

- You authorize us (or our payment processor) to charge your selected payment method.
 - All transactions are final, subject to the payment terms stated above.
 - We use third-party processors and do not store your full credit card details.
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10. Dispute Resolution

In the event of a dispute, both parties agree to attempt resolution in good faith through direct communication. If unresolved, disputes will be subject to the jurisdiction of the courts of **Broome County, New York**.



11. Governing Law

These Terms are governed by and construed in accordance with the laws of the State of New York, without regard to its conflict of law principles.

12. Changes to These Terms

We reserve the right to update these Terms of Service at any time. Updates will be posted on our website with a new effective date. Continued use of our services constitutes acceptance of the updated terms.

13. Contact

For questions or concerns regarding these Terms, contact us at:

- **Handyman Direct LLC**
- P.O. Box 13, Bible School Park, NY 13737
- Phone: 607-323-7819
- Email: info@HandymanDirectNY.com