HANDYMAN SERVICES TERMS FOR CUSTOMERS

Opulence Bliss Ltd | Version 1.0 | Effective from: 1 October 2026

These terms apply when you book handyman, repair or installation work through our platform. They are in addition to our Customer Terms and Conditions and our Cancellations, Payment and Refunds Policy. If there is a conflict on handyman work, these terms apply.

1. About these terms

1.1 These terms apply between Opulence Bliss Ltd ("we", "us", "our"), company number 15894675, registered office 128 City Road, London, United Kingdom, EC1V 2NX, and you, a household customer who books handyman work ("Job"). Contact: hello@opulencebliss.com.

1.2 Jobs are carried out by self-employed handymen ("Handyman") who meet our checks. We are responsible to you for the service under this contract.

1.3 Before we confirm a Job, we check each Handyman's identity, right to work, qualifications and registrations, basic DBS certificate and public liability insurance.

2. Quotes and booking

2.1 You describe the Job and send photos or videos if you can. A Handyman gives you a written **Quote** through the platform, showing the price for **Labour** (workmanship and time) and for **Materials** separately. The Quote shows the total you will pay. We do not charge a call-out fee or booking fee.

2.2 A Quote is open for 30 days unless it says otherwise. A contract for the Job starts when you accept the Quote and book a date, and we confirm it by email.

2.3 Some Jobs need the Handyman to see the work before quoting. We do not charge for a site visit to give a Quote. If you cancel an agreed site visit with less than 24 hours' notice, we may ask for a fair contribution towards the Handyman's time, which we will tell you about first.

2.4 If the Job turns out to need more time or materials than the Quote, the Handyman must tell you and get your agreement through the platform before doing any extra work. You will not be charged for anything you have not agreed to.

3. Materials

3.1 You can **buy the Materials yourself**, or **pay us for them** and the Handyman will buy them. If the Handyman buys them, you pay the cost shown on the receipt, at cost, with no mark-up from us.

3.2 The Materials estimate in the Quote may change only with your agreement (clause 2.4). If the final cost is lower, we refund or credit the difference.

3.3 Materials that have been bought and fitted, or specially ordered for you, are paid for in full. Materials that are unused and can be returned will be refunded.

3.4 Where you choose the Materials against the Handyman's advice, the Handyman is not responsible for faults caused by those Materials.

4. Payment

4.1 We take payment by card through Stripe when you accept the Quote and book. For larger Jobs, the Quote may split the Labour into stages. We will tell you before each payment is taken.

4.2 We are not registered for VAT, so no VAT is added.

4.3 Tips are optional and 100% goes to the Handyman.

4.4 Refunds are made as set out in our Cancellations, Payment and Refunds Policy, within 14 days.

5. Gas, electrical and other regulated work

5.1 Gas work is carried out only by a Handyman on the **Gas Safe Register** for that work. Notifiable electrical work is carried out only by a Handyman registered with a competent person scheme, or the work is notified to Building Control as the law requires. You can ask to see the Handyman's registration card or certificate.

5.2 After gas or electrical work, we make sure you get the proper certificate (for example a gas safety record, an Electrical Installation Certificate or a Minor Works Certificate) and any building-regulations notification. Please keep them safe, because you may need them to sell or let your home.

5.3 We do not carry out work involving asbestos or structural work. If the Handyman finds asbestos or an unsafe structure, they will stop and tell you.

5.4 If you are a landlord, you remain responsible for your own legal duties, such as gas safety checks. Our certificate does not replace advice from your lettings agent or solicitor.

6. Your responsibilities

6.1 You must give safe access to the property and the work area, tell us about hazards, pets, shut-off points (water, gas, electricity) and anything that could affect the Job, and make sure you have permission from the owner or landlord for the work.

6.2 Please protect valuables and clear the work area. Tell the Handyman if there is anything fragile or valuable nearby.

6.3 You must treat our Handymen with respect. We do not tolerate harassment, discrimination, threats or violence.

7. Your right to cancel within 14 days

7.1 Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel within 14 days of the date we confirm the Job, without giving a reason.

7.2 If you want the Job to start within the 14 days, you must ask us to start when you book. If you then cancel after work has started, you must pay for the work already done in proportion to the whole Job, and for Materials already bought.

7.3 If the Job is fully carried out within the 14 days at your express request, you can no longer cancel it.

7.4 **Emergency repairs.** If you ask us to attend urgently to deal with an emergency in your home, for example a burst pipe or a gas leak, and the work is done during the emergency, you cannot cancel that work, but you can cancel any other work you agree to on that visit.

7.5 To cancel, email hello@opulencebliss.com. We will refund what you have paid, less any amount due under this clause, within 14 days.

8. Changing or cancelling a Job

8.1 If you cancel after the 14-day period, what we refund of the **Labour** depends on your notice before the start:

- **48 hours or more:** full refund
- **24 to 48 hours:** 75% refund (25% charged)
- **12 to 24 hours:** 50% refund (50% charged)
- **Less than 12 hours, or on the day of the visit:** no refund

8.2 We charge only the amount above, and no other fee. Materials are dealt with under clause 3.3.

8.3 We encourage you to reschedule a Job rather than cancel it. We also encourage our Handymen to do so.

8.4 If we or the Handyman cancel, we will refund you in full and offer you another time. If the Handyman does not attend and has not told us, we will refund you in full and treat your rebooking as a priority.

8.5 If something unavoidable happens, such as illness or an emergency, please tell us. We will consider each case fairly and will not charge you where it would be unreasonable.

9. Workmanship guarantee

9.1 The Handyman will carry out the Job with reasonable care and skill. We guarantee the workmanship for **30 days** from completion.

9.2 If you find a defect in the workmanship in that time, tell us within **48 hours of noticing it** if you can, with photos. We will arrange for it to be put right at no extra charge, usually within 7 days. If we cannot, we will refund you for the affected work.

9.3 The guarantee does not cover faults in Materials you chose against the Handyman's advice, damage caused by you or others after the Job, or normal wear and tear.

9.4 This guarantee is in addition to your legal rights under the Consumer Rights Act 2015, including to have the service repeated or to a price reduction. It does not affect them.

10. Damage and insurance

10.1 Please report any damage or loss as soon as you notice it and within **48 hours** of the Job, with photos if you can. We will investigate fairly and quickly.

10.2 If we or a Handyman are legally responsible for damage or loss, we will put it right or pay reasonable compensation through our insurance or the Handyman's.

10.3 We are not responsible for damage that was there before the visit, for hidden faults in the property that could not reasonably have been seen, or for normal wear and tear, unless the law says otherwise.

11. Complaints and your information

11.1 If you are unhappy, contact us at hello@opulencebliss.com. We will acknowledge your complaint within 3 working days and aim to reply in full within 14 days. Our Complaints Procedure explains each stage. We do not currently use an alternative dispute resolution provider. You can take legal action in the courts, and get free advice from Citizens Advice.

11.2 We are the controller of your personal information, as set out in our privacy notice, available on our website. We share your name, address and Job details with the Handyman so they can do the work.

12. Our liability and general

12.1 Nothing in these terms excludes or limits our liability for death or personal injury caused by negligence, for fraud or for anything that cannot be excluded by law. Nothing affects your legal rights as a consumer.

12.2 We are responsible for foreseeable loss or damage caused by our breach or failure to use reasonable care and skill. We are not responsible for loss that was not foreseeable, or for any business losses, because we provide the service for domestic use.

12.3 We may update these terms by giving you at least 30 days' notice of changes. A change applies to Jobs booked after it takes effect.

12.4 These terms are governed by the law of England and Wales. If you live in England or Wales, its courts have jurisdiction. If you live in Scotland or Northern Ireland, you may also bring action in your home courts. Only you and we have rights under these terms under the Contracts (Rights of Third Parties) Act 1999.

13. Contact us

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