



Craig the Handyman

Business Preventative Maintenance Packages FAQ

Keep Your Business Safe, Functional & Looking Great!

How does scheduling work?

When you purchase a preventative maintenance package, we'll work with you to select a recurring visit time that fits your business hours. Maintenance visits are scheduled Monday–Friday between 9 AM and 5 PM.

Need to reschedule? Just give us at least 72 hours' notice. We'll do our best to accommodate, but priority scheduling may not be available for rescheduled visits.

What's included in the service?

Each visit includes:

- A standard inspection of your space
- A detailed maintenance report
- Basic repair tasks

If something needs materials from the store, we can handle it, but keep in mind that the travel time to pick up those materials will count toward the total service hours.

What's not included?

We do not inspect or service HVAC equipment, roofing, or foundation issues.

We also don't perform services that require licensed contractors (e.g., full rewires, gas line work, or structural engineering).

How do I pay?

We accept payment by: Credit Card, ACH transfer, PayPal, Cash App, Venmo

Payment is due at the time of purchasing the package. Sales tax is not charged.

Can I cancel my package?

- **Monthly subscriptions** can be canceled with **30 days' written notice**.
- **Prepaid packages** are **non-refundable**, but you can upgrade to a larger plan (such as going from 3 months to 12 months) and apply your existing balance toward the new total. Unused or missed visits are not eligible for refund or rollover.

Schedule Your Maintenance Package Today!

Call or Text: (706) 314-8873

CraigHandyman.com

Email: info@craighandyman.com

Let's keep your business running smoothly!



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Do you handle emergency repair requests?

We're happy to address any known repair needs during your maintenance visit. If something is too large to complete within the scheduled time, we'll let you know and follow up with an estimate.

Any materials needed must be paid for at the time of service, and the pickup time is included in your scheduled hours.

Do you offer one time visits?

Yes. One-time visits are available at our standard business rates: \$400 – Half Day (up to 4 hours), \$800 – Full Day (up to 8 hours). You'll save more by subscribing monthly or choosing a prepaid package. Full pricing is available on our flyer.

Can I request specific tasks or areas to focus on?

Absolutely. You can request certain areas or concerns to be prioritized during your visit. We encourage you to keep a running list between appointments so we can focus on what matters most to you.

Can I change my plan later?

Yes! If you upgrade your service plan (for example, moving from a 3 month plan to a 12 month plan), we'll apply your remaining balance toward the new total. We do not offer refunds for plan downgrades, missed visits, or unused time.

Will I receive a report after each visit?

Yes. After each visit, you'll receive:

- A detailed maintenance report
- Photos (when applicable)
- Notes on any repairs made
- Recommendations or estimates for future work

We also keep a copy of your report for our records to track your maintenance history.

Will I be reminded of upcoming visits?

Yes. You'll receive a reminder before each scheduled visit so you can share any updates or focus areas. We want to make sure each visit is as helpful and efficient as possible.

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