

Terms & Conditions/Warranty

Thank you for considering ASAH, LLC (A Step Above Handy, LLC) for your home improvement needs. Below are our terms and conditions, as well as warranty information, to ensure a transparent and satisfactory experience for both parties involved.

Contract Agreement: By entering into a contract with ASAH, LLC, you acknowledge and agree to the terms set forth herein. The estimate provided serves as an approximation and is subject to change based on finalized project elements or negotiations. Any unforeseen circumstances that may arise during the project will be promptly communicated to you, and we will work together to find a solution and agreeable cost to complete the project. Should you choose not to proceed with the repair due to unforeseen circumstances, a waiver must be signed, and payment for work completed up to that point will be required.

Services: Upon acceptance of our estimate, we will perform the services described therein. Any additional services requested by you, not included in the estimate, will incur additional charges.

License and Insurance: ASAH, LLC operates as a handyman service company and is not a licensed contractor. As per the regulations in the state of North Carolina, a handyman license is not required, allowing workers in this profession to undertake a wide range of projects as long as each job's value remains below \$40,000. A Step Above Handy, LLC, and its employees do not function as general contractors.

Insurance: ASAH, LLC is fully insured in the state of North Carolina, with \$1,000,000 General Liability coverage and a \$3,000,000 maximum aggregate. Proof of this coverage can be provided to the customer upon request.

Schedule and Changes: Services will be completed according to the agreed-upon schedule. Changes to the specifications, quantities, or schedule must be accepted in writing and may result in additional charges.

Payment Terms and Late Charges: All invoices are payable upon completion of work or as stated on the invoice. Invoices not paid within 3 business days of receipt will incur a 10% late fee, with an additional 2% per month thereafter until paid in full.

Access and Marketing: By agreeing to our services, you authorize access to your property as needed. We may also use photos or other materials of your property for marketing purposes with your consent.

Notifications and Messages: By doing business with us, you consent to receive notifications and messages (e-mail or text) regarding our promotions or services.

Warranty: We stand behind our workmanship and offer a 90-day warranty on all services provided. Should you have any reasonable requests for craftsmanship correction, we will address them promptly and efficiently. It's important to note that materials provided by the client are governed by manufacturer warranties. Therefore, any defects in such materials are the responsibility of the client. Labor costs associated with the replacement of defective materials will be charged accordingly. In all cases, the manufacturer's warranty shall prevail.

Thank you for agreeing to these terms and conditions. We aim to provide you with the highest quality of service and look forward to working with you. If you have any questions, please don't hesitate to reach out to us.

Sincerely,

ASAH, LLC