

Handy Plans – Membership Policy

Effective Date: 06/01/2023

This Policy describes the services provided by Toolbox Tom, Inc., which include home maintenance, upkeep services, and the maintenance, repair, or installation of new appliances and home systems. This Policy is part of our Terms of Service, available at <https://www.toolboxtom.com>.

Toolbox Tom, Inc. reserves the right to update this Policy periodically. Changes will be effective thirty (30) days after posting unless they are necessary to comply with applicable laws or regulations, in which case they will be effective upon posting.

Your Toolbox Tom, Inc. membership includes various home maintenance and upkeep services. Certain specialty services, such as detailed electrical, plumbing, or window cleaning, may have an additional charge above the normal monthly membership fee. Purchasing specialty services is optional.

Membership Services:

Toolbox Tom, Inc. offers handyman services through its Handy Plans membership services. These services cover ongoing handyman services and annual and quarterly home preventative maintenance.

Service Hours and Scheduling:

All membership services are provided during normal business hours. To avail of the services, customers must schedule appointments through our customer hub. The customer hub can be accessed through our website at <https://www.toolboxtom.com>.

Handy Plan Lite Membership:

The Handy Plan Lite membership includes the following services highlighted in subscription repairs. Exclusions for Handy Plan Lite membership are all minor electrical and plumbing work, as well as annual and quarterly home preventative maintenance. For more details and guidance, please refer to the Home Health Checklist available on our website at <https://www.toolboxtom.com>.

Handy Plan Pro Membership:

The Handy Plan Pro membership includes all the services mentioned in the Handy Plan Lite membership, as well as all the minor electrical and plumbing work highlighted in subscription repairs.

Subscription repairs covered under Handy Plans Membership:

Under the Handy Plans Membership, Toolbox Tom, Inc. provides coverage for subscription repairs. However, it's important to note that not all subscription repairs are included in the membership. Including additional services and repairs under the membership will be determined solely at the discretion of the handyman assigned to the job. Rest assured; our experienced professionals will assess the required services and provide the best solution based on your specific needs.

Examples of common handyman repairs covered under your Handy Plans Membership include:

Please note that this list is not exhaustive, and additional handyman repairs may be covered under your membership based on the specific needs of your home.

- Replace a light bulb
- Install a smoke detector
- Repair a leaky faucet
- Replace a damaged or missing roof shingle
- Install a new bathroom towel bar or hook
- Fix a leaky pipe under the sink

- Fix a running toilet
- Hang a picture frame
- Install a doorbell
- Mount a TV up to 45"
- Replace a door handle or doorknob
- Install a curtain rod or blinds
- Patch a small hole in the wall
- Fix a squeaky door hinge
- Install a new showerhead
- Replace a kitchen cabinet knob
- Install a new toilet seat
- Install a ceiling fan or light fixture
- Repair a loose handrail
- Replace a broken electrical switch or outlet
- Fix a loose tile in the bathroom or kitchen
- Hang a mirror or bathroom cabinet
- Repair a loose or wobbly chair leg
- Install a new drawer handle or pull
- Replace a damaged window screen
- Fix a clogged sink or bathtub drain
- Install a new thermostat
- Repair a loose or leaking gutter
- Install a new doorknob with a lock
- Install a new shower curtain rod or track
- Repair a broken or stuck drawer
- Replace a broken or damaged electrical cord
- Install a new doorstop
- Fix a stuck window or window lock
- Install new weather stripping on doors and windows
- Repair a loose or broken floorboard
- Replace a broken or worn-out doormat
- Install a new toilet paper holder
- Fix a loose or squeaky floorboard
- Replace a broken kitchen cabinet hinge
- Install a new door sweep to block drafts
- Repair a loose kitchen cabinet door
- Replace worn-out door weatherstripping
- Install a child safety gate
- Fix a loose stair railing
- Replace a damaged or broken electrical cord plug
- Install a new shower curtain and rings
- Repair a loose or broken fence board
- Replace a malfunctioning light switch
- Install a new door viewer (peephole)

Quarterly and Annual Home Health Checkups:

Toolbox Tom, Inc. offers quarterly and annual home health checkups as part of the membership services. For more details and guidance, please refer to the Home Health Checklist available on our website at <https://www.toolboxtom.com>.

Membership Cancellation Policy:

If you choose to cancel your Handy Plan membership before the end of your billing cycle, Toolbox Tom, Inc. offers a prorated refund for the unused portion of your annual membership. The prorated amount will be calculated based on the number of months remaining in your billing cycle and refunded. Monthly membership plans that are canceled will be canceled and not renewed the following month.

To request a cancellation and prorated refund, please get in touch with our customer support team at info@toolboxtom.com or through our customer hub on our website at <https://www.toolboxtom.com>. Please provide your membership details and the reason for cancellation.

Please note that once the cancellation is processed, you can no longer access the Handy Plan services and benefits. Any unused portions of specialty services, such as detailed electrical, plumbing, or window cleaning, will not be eligible for a prorated refund.

By continuing to use our services, you acknowledge and agree to comply with the prorated cancellation policy outlined above.

Additional Terms of Service & Privacy Policy

This service coverage policy is subject to the Toolbox Tom Terms of Service and Privacy Policy, which can be accessed on our website at <https://www.toolboxtom.com>. By availing our services, you acknowledge and agree to comply with these policies.

For further inquiries or assistance, please get in touch with our customer support team at info@toolboxtom.com.