

### How do I book a service?

You can conveniently enter all of your requests for our services in a simple enquiry form, including your contact details and the expected date of your request. You can also use the international FreshChat communication channel.

### Do I need to register?

No, you don't. You can submit any request without registration using your PC, mobile device or tablet.

### Will my contacts be visible?

Your contacts are not visible. Only the direct supplier who books your request to offer you their services will see them. As soon as your request is booked, you will receive an information SMS with the direct Provider's contact details.

### How much will it cost me?

All the services we offer are provided at clearly and transparently stated hourly rates for each service:

- [\*\*Moving Services Price List\*\*](#)
- [\*\*Clerance Services Price List\*\*](#)
- [\*\*Cleaning Services Price List\*\*](#)
- [\*\*Craftsmen Services Price List\*\*](#)

### Who do I pay?

You pay directly to the tradesperson who arranged and delivered the service for a well-done job.

### Will I get contact details for a specific contractor?

Yes, you will. As soon as a contractor has booked your request, you will immediately receive an information SMS with direct contact details for that contractor. All details such as date, time, scope of work or price can be agreed upon directly with you, without any intermediaries or unnecessary delays.

### How long will it take for someone to get back to me?

The response time is usually between several seconds and 3 hours on the same day you submit your request. If no one is available to deal with your request due to busy schedules, you will be notified by email.

### Who guarantees the quality of the work?

The quality of all services provided is the Provider's responsibility, along with whom you have contracted and to whom you are paying for the work done.

### What is an emergency call-out?

An emergency call-out is your request for a service to be carried out as quickly as possible. There is a charge for such a request, as the Provider must prioritise you over other

CUSTOMERS who have booked services before you. The call-out is usually carried out within two hours of your request.

Can I rate the Provider?

You can find the Provider on the EXTRA SERVICES international portal and rate them on their business card according to your satisfaction.

What is the difference between a Partner and a Franchisee?

If a PARTNER is going to provide your service, it is a person or company that has registered with us intending to provide its services, but we do not know its exact qualities. On the other hand, a FRANCHISEE is a person or company whose qualities are at the highest level because they have been properly trained, equipped, and pre-vetted before becoming a FRANCHISEE of the EXTRA SERVICES international network.

Can I negotiate the price?

Yes, of course you can. However, it is worth mentioning that franchisors can find thousands of requests per month in the database of the EXTRA SERVICES international franchise network, and, unfortunately, sometimes it is not easy to find hard-working and qualified people. It's good to remember that the cheapest offer may not be the best, and everyone knows their price.

Will I receive proof of payment?

Yes, of course you will. Every supplier is required to provide you with proof of payment.