

FAQ for customers

How do I book a service?

You can conveniently submit all your service requests using our simple **inquiry** form, including your contact details and the preferred date. You can also use the international FreshChat communication channel.

Do I need to register?

No, registration is not required. You can submit any request without an account using your PC, mobile device, or tablet.

Will my contact information be visible?

Your contact details are hidden. Only the specific **contractor** who accepts your request to offer you their services will see them. As soon as your request is booked, you will receive a **text message (SMS) with the contractor's** contact details.

How much will it cost me?

All of our services are provided at clear and transparent hourly rates. You can view the rates here:

[Moving Services Price List](#)

[Junk Removal Services Price List](#)

[Cleaning Services Price List](#)

[Handyman Services Price List](#)

Who do I pay?

You pay directly to the **contractor** who arranged and delivered the service, once the job is well done.

Will I get contact details for a specific contractor?

Yes, you will. As soon as a contractor accepts your request, you will immediately receive a **confirmation text message (SMS)** with their direct contact details. All details—such as date, time, scope of work, or price—can be agreed upon directly with them, without any intermediaries or unnecessary delays.

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

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

Who guarantees the quality of the work?

The quality of all services is the sole responsibility of the **Contractor** with whom you have agreed on the job and to whom you pay for the completed work.

What is an emergency call-out?

An emergency call-out is a request for a service to be carried out as quickly as possible. There is an additional charge for this type of request, as the **Contractor** must prioritize your job over other customers who booked earlier. Emergency service is usually dispatched within two hours of your request.

Can I rate the Provider?

Yes. You can find the **Contractor** on the EXTRA SERVICES international portal and leave a review on their business profile based on your satisfaction.

What is the difference between a Partner and a Franchisee?

If a **PARTNER** provides your service, it is a person or company that has registered with us to offer their services, but we do not pre-vet their quality. On the other hand, a **FRANCHISEE** is a professional or company operating at the highest standard. They have been properly trained, equipped, and thoroughly vetted before becoming an official **FRANCHISEE** of the EXTRA SERVICES international network.

Can I negotiate the price?

Yes, of course you can. However, it is worth noting that **franchisees** can find thousands of requests per month in the EXTRA SERVICES international franchise network database, and finding hard-working, highly qualified people can sometimes be challenging. Keep in mind that the cheapest offer might not be the best—quality comes at a price.

Will I receive a proof of payment?

Yes, absolutely. Every **contractor** is required to provide you with an invoice or a receipt (proof of payment).