

Key Provisions of Your HomeAdvisor Membership

- **Q. How does HomeAdvisor work?** A. First we find homeowners looking for help completing home projects and collect information about their project. Our patented ProFinder technology then identifies relevant professionals, taking into account our pros' availability, service type and location preferences. When we have a match, we send the homeowner's information to the matched pro(s) instantly so that he/she/they can contact the consumer to try and win the job ("a Lead"). A Lead is **NOT** a guaranteed job but the opportunity to sell a job to a consumer. You must pay for leads that you do not win, and you will not win all Leads that you pay for. However, successful pros are able to make a profit based on Leads that are won.
- **Q. What are the terms of payment?** A. By completing the contract during enrollment (which is the formal process for accepting HomeAdvisor's Terms), you are agreeing that once we've completed your background check, HomeAdvisor can immediately begin charging your method of payment for membership and for lead fees.
- **Q. Do I only pay for the jobs I win?** A. No, you will be charged for each Lead you receive. Sometimes a Lead is sent to several other pros, and you may also be occasionally competing against HomeAdvisor, Handy, or their affiliates, for the job. You will be charged for each Lead you receive, whether or not you ultimately win the job, and regardless of whether the customer hires any pro to complete the job.
- **Q. What is a spend target?** A. When you join HomeAdvisor, you set a spend target, which is the amount you would like to pay for leads over the course of each 28-day cycle. This is a merely a target and not an exact number, and it can be exceeded if receive Instant Booking leads or you opt into additional lead types that HomeAdvisor will present you from time to time. Please review your invoices regularly to ensure that you are satisfied with your spend target as set.
- **Q. Can I turn off my Leads?** A. You can turn off your Leads for a period of time (48 hours max on the Pro App and 14 days max on the website), but once this time period is over they will automatically be turned back on and you will be charged for Leads received.
- **Q. How much do leads cost?** A. The price of our Leads varies due to a number of factors, including the type of request and the location of the request. Once enrolled, you can see the current price of Leads for the tasks and areas for which you are profiled by logging into your HomeAdvisor Pro account.
- **Q. Do you warrant or guarantee your service?** A. No, we do not make any warranties about our services, including whether you will be successful or how many jobs you will win.
- **Q. Can I ever receive credits for Leads?** Yes, you may be entitled to receive credits under certain circumstances. Our full credit guidelines are located [here](#).
- **Q. How do I update my membership choices/obtain support?** A. You may update or cancel your membership by contacting Customer Care at (877) 947-3676, by emailing customercare@homeadvisor.com, or by using live chat.