

The Angie's List Code of Conduct

Angie's List is honored to connect homeowners and home service professionals to complete home projects, and we strive to provide each with the best experience possible.

To that end, we require that all pros and homeowners uphold our core values:

Be respectful

Respect each other and each other's property. If there's a conflict, respectfully work together to resolve it.

Be fair

As a pro, ensure that you're providing good customer service and producing quality work at a fair price. As a homeowner, be considerate of pros' time and money. Also, be fair in giving pros the reviews they've earned and deserve.

Be professional

Present yourself in a professional manner. Communicate clearly and often and do your part to ensure each other's comfort in every situation.

Be honest

Honor your agreements and be honest about your expectations and limitations. As a pro, be honest if a job is outside your skillset or licensing. As a homeowner, be honest if you have no intention of completing a project. Always be upfront if something isn't going as agreed upon or planned.

Be reliable

Answer calls, texts and emails in a timely manner. Show that you value each other's time by being present and punctual for all appointments. Never leave someone wondering how to reach you or where you are.

Be inclusive

Don't discriminate based on race, national origin, social and economic class, sex, sexual orientation, gender identity and expression, age, political belief, religion, mental and physical ability, or any other factor. Angie's List adheres to a strict zero-tolerance discrimination policy.

Angie's List reserves the right to remove all users who fail to follow this code of conduct from our site and platform.