

From: Dave Kujawski <dave.kujawski@gmail.com>  
Subject: Re: Moving Forward Together - Your Project Solutions  
Date: July 11, 2025 at 19:40:55 MST  
To: "Robert Thompson, CEO-Handi Services" <bobby@handiservice.us>  
Cc: projectmanagementdept@handiservice.us, Handi Services  
<clientsuccess@handiservice.us>, Rachel Kujawski  
<rachel.e.kujawski@gmail.com>

Dear Bobby and the Handi Services Team,

Thank you for the thoughtful and detailed message outlining the services rendered to date. We genuinely appreciate the time and coordination that has gone into planning our project, including consultation, financing support, and administrative work.

That said, after much discussion, we've made the decision not to move forward with the renovation project. We recognize that a signed agreement exists and that a deposit of \$15,000 has already been paid. However, based on the current status of the project (where no physical work has commenced and no materials have been delivered) we believe it is both reasonable and fair to request a termination of the contract along with a partial refund of the deposit.

We understand that a portion of the funds have supported preconstruction services, and we are not asking for a full return. Instead, we are proposing to retain \$5,000–\$7,000 as a good faith payment for the services you've provided, with a refund of the remaining \$8,000–\$10,000.

This approach acknowledges your effort and commitment while also recognizing that the work has not progressed into material or labor costs. It avoids further legal or regulatory escalation and allows us both to part ways respectfully.

Please let us know if this is acceptable. We would appreciate written confirmation and any documentation required to finalize a mutual release of obligation.

Thank you again for your attention and time.

Sincerely,

Dave & Rachel Kujawski  
(415) 515-9910

On Fri, Jul 11, 2025 at 4:07 PM Robert Thompson, CEO-Handi Services  
<[bobby@handiservice.us](mailto:bobby@handiservice.us)> wrote:  
Dear Dave and Rachel,

Thank you for our conversation today. After thoroughly reviewing our recorded call, I realize I was trying to get on the same page by reviewing the history of our

relationship, but I understand you were already considering cancellation - not realizing it isn't a legal option under Arizona law. This may have caused some confusion, so let me make this very simple.

#### Our Current Legal Position:

I understand you may have been unaware that cancellation is not legally possible under Arizona construction law, but given these facts, please review what we are offering below. Your signed agreement constitutes a binding contract under Arizona law, and we are legally and professionally obligated to complete this work. The contract language specifically states "this document represents the full agreement between client and contractor" and your electronic signature confirmed it is "binding."

#### Significant Value Already Delivered:

We don't take this situation or you as customers lightly. We have provided substantial value through:

- Sales consultation and multiple estimate revisions (accommodating your budget preferences)
- Project management including site analysis and coordination
- Design consultation and material research
- Financing arrangement facilitation
- Administrative setup and documentation
- Investigation of furniture moving scope (when questions arose)
- Vendor relationship establishment and commitments
- As CEO of the company I have personally invested multiple hours and days towards the success of your project, so have multiple different departments.

\*This is not a thoroughly investigated list of services already provided but intended to outline some of what has went into your project for clarity.

If we were to calculate the total cost of value already delivered, it would come up to \$18,000-22,000+ based on an overview of some of the extensive services provided over the past 7+ weeks. However, we want to avoid charging a client that kind of money because what you paid for is a finished product that adds value to your home. This is precisely why we **MUST** continue as planned - you've invested in a complete renovation, not just behind the scenes work and planning services.

#### Important Note About Financing:

We provided financing assistance specifically for this renovation project. We never provide financing unless a client is doing the work with us - it's part of our commitment to your project completion. It would certainly be somewhat misleading to obtain a loan specifically for a renovation and then not complete that renovation with the contractor who facilitated it.

#### Additional Financing Capacity Available:

We also want to remind you that you were technically approved for \$50,000 in financing, not just the \$30,000 you chose to utilize. If budget constraints are truly the issue preventing you from getting everything you want for your home (premium carpet, furniture moving, etc.), we can help you access the additional approved funding to cover the true cost of everything you want to accomplish. This would allow you to complete the full scope without compromising on quality or features.

I understand you may view the physical labor as "the work," but in our business, most of the complex coordination, planning, and organizational work happens behind the scenes to ensure your labor phase goes smoothly and efficiently.

#### Understanding Project Timeline Expectations:

I understand timeline was mentioned as very important to you. Normally, when timing is critical, we negotiate specific timeline agreements and put them in writing. However, we don't have that formal timeline commitment in this case.

When our project manager mentioned we "could" start "next week," that's only possible when there are no unexpected issues arising. When we discovered that furniture moving wasn't included in the estimate and would need to be added, this created a potential dispute requiring investigation. When we realized the vendor recommended premium padding and additional square footage change orders were required, these became unexpected circumstances that needed resolution.

Because we respect your budget concerns so much, we took the necessary time to find the best solutions. If budget wasn't a concern, we could have easily started the project sooner with signed change orders reflecting the new pricing. Changes to your home are a big deal, and with all due respect, we cannot compromise quality for timing. We understand people want what they want and they want it now, but it's necessary to take our time with such important work to ensure it's done right the first time.

#### Understanding the Material Selection Process:

It's quite normal for customers to initially select materials outside their allowance and then need to make different selections - a decent percentage of our customers experience this during the selection process. This requires patience and coordination, which is exactly what we've been providing. Your previous salesperson provided excellent service including material assistance, and when they left our company, we immediately put attention on your file. You don't need another salesperson assigned because you've already signed, but you have full access to our project management team, workers, design consultation, and material selection support.

### Our Path Forward - Solutions, Not Problems

Rather than focus on what's been challenging, let's focus on delivering exceptional results. Based on Rachel's comment on our call that "we have a \$30,000 budget - if we need to knock some stuff off to get it done, that's fine," we can absolutely work within that framework.

Here are your options:

#### Option A: Revised \$30,000 Contract (RECOMMENDED)

- Remove specific items to accommodate furniture moving and premium carpet within \$30,000
- Present new contract for your signature
- ONLY upon signing the new contract would we void the previous one
- Clean slate with everything you want included

#### Option B: Change Order Approach

- Keep current contract as-is
- Add premium carpet costs via separate change order
- You handle furniture moving yourselves

#### Option C: Scope Adjustment

- Handle furniture moving yourselves
- Select lower-cost carpet within allowance
- OR swap furniture moving cost for different project component

We are ready to move forward immediately under any of these scenarios. All that's needed now is your decision on carpet selection and furniture handling approach. We have completed most of the backend coordination necessary for the project - scheduling, vendor relationships, material research, and planning.

### Next Steps

Please respond to this Email by Wed 7/16/2025 (3 business days)\* with your decision of which option works best for your family. We can finalize the details and get your project scheduled immediately. We want you to be completely happy with both the process and the results.

\*Please understand that everyday we wait is a day extra added to the timeline, like you, we want this to progress as quickly as possible. Again, we apologize for the delay but investigations take time and so does looking into "budget constraint" options that best serve you as our client. Our goal is to provide the absolute best results possible. Thank you for your patience during the process, it helps.

Listen, I understand you've had some frustrations. Let's start right now, on the same page and get this project into the next phase. I feel very confident if you can just forgive any previous differences and do your best to look at us as your Team and Partners wanting whats best for your family and home, we can make this happen very smoothly and you can be happy about the end result.

We are committed to completing this project as agreed and delivering the quality results you deserve.

P.s. Your Contract is attached to this Email. We have also sent through Buildertrend, you can create an account with Buildertrend to log in at anytime to see anything pertaining to your project. It's another way we offer complete transparency and clear, consistent communication to our clients. We can look into any possible ways to make sure clients do this at time of "contract signing" especially after receiving feedback from you about having a difficult time finding a copy of your contract.

With Gratitude and Respect,

**BOBBY THOMPSON**

**520-703-5105**

**1-844-MY-HANDI**

**[bobby@handiservice.us](mailto:bobby@handiservice.us)**

**[www.handiservice.us](http://www.handiservice.us)**

**"From Foundation to Finish,  
Inspired by Purpose"**



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From: "Robert Thompson, CEO-Handi Services" <bobby@handiservice.us>  
Subject: Moving Forward Together - Your Project Solutions  
Date: July 11, 2025 at 16:07:08 MST  
To: Dave Kujawski <dave.kujawski@gmail.com>,  
projectmanagementdept@handiservice.us, Handi Services  
<clientsuccess@handiservice.us>

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