



File a Complaint

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution.

Your complaint details:

First name: Dave

Last name: Kujawski

[REDACTED]

[REDACTED]

[REDACTED]

State: AZ

City: Gilbert

Zip: 85298

Country: USA

Description of complaint:

We hired Handi Services in May 2025 to remodel part of our upstairs loft and replace carpeting throughout the second floor. On May 22, 2025, we signed their contract and paid a \$15,000 deposit. The contract was vague, lacking clear timelines, defined deliverables, and payment protections. From the start, the sales process included aggressive upselling of higher-cost materials and add-ons without providing clear cost breakdowns. Appointments were repeatedly rescheduled, and some statements made during the sales process were later contradicted. By July 2, our primary point of contact notified us that he was no longer with the company, and no work had been started. After this, communication from Handi Services became inconsistent and evasive. Requests for a clear plan or refund were ignored. Public records show that the individual publicly representing the business is not the licensed contractor of record. Instead, the license holder and company manager appear to be a different individual sharing the same residential address, raising concerns about who is actually operating the business. Despite

Business Headquarters Location



,
Scottsdale, AZ 85251



[\(520\) 703-5105](tel:(520)703-5105)

If you have any questions or concerns, please contact the BBB assigned to your complaint:

BBB Serving the Pacific Southwest, Central & Inland California



1010 E. Missouri Avenue
Phoenix, AZ 85014-4585



[602-264-1721](tel:602-264-1721)

multiple attempts to resolve the matter directly, the project was abandoned, and our deposit was not returned. This experience has resulted in significant financial loss, wasted time, and uncertainty about the company's legitimacy. We are requesting a full refund of the \$15,000 paid, as no work was performed and the contract obligations were not met.

Money paid to business:

15,000.00

Desired settlement:

Refund

Files to upload:

2025-07-11-contract-copy.pdf

AZ_ecorp_HandiServices_GetFilingDocuments.pdf

AZ_ROC_HandiServices.pdf

roc-complaint-form.pdf

2025-07-28-formal-demand.pdf

2025-08-05-immediate-resolution.pdf

july2-contract-access.png

jun11-upgrade-pricing.png

furniture-moving-texts.png

IMG_3512.jpg

Does your complaint involve a health issue?:

No

- I have read and agree to the Complaint Submission Terms.
- I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable:
(a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt
- I consent to the collection, use, and disclosure of my personal information in accordance with the BBB Privacy Policy, which I have read and understand.

Signature: _____

Date: _____

