
— LOCALLISTA POLICIES

Locallista Guarantee Terms

Last updated: 17 October 2026

The Locallista Guarantee is available only in some of the markets where we operate, and only for some categories.

These legal terms ("**Guarantee Terms**") apply to the Locallista Guarantee, the free service described in Section 5.8 of Locallista's Terms of Service. These Guarantee Terms form part of, and are subject to, Locallista's Terms of Service. Terms not defined in this document have the meaning defined in the Terms of Service.

1. Nature of the Locallista Guarantee

The Locallista Guarantee is a free service that Locallista may offer to Customers who hire a Business through the Platform. It is designed to give Customers confidence when they hire a Business they found on Locallista: if there is a problem with work that the Business completed, and the Customer has the same work done again by another service provider, Locallista may reimburse the Customer, subject to these Guarantee Terms.

The Locallista Guarantee is based on three principles:

- **Trust.** Locallista offers the Locallista Guarantee because it trusts the Businesses listed on the Platform and is ready to vouch for their work.
- **Good faith.** The Locallista Guarantee is provided free of charge and in good faith, and Customers are expected to use it honestly.
- **Strict application.** Because it is free, these Guarantee Terms are applied strictly. A claim that does not meet them is not paid, even if it seems otherwise reasonable.

Not a guarantee of outcomes. Despite its name, the Locallista Guarantee is not a guarantee of any outcome, of the quality of any service, or of any Business's work. It is not insurance, it is not sold, and no fee is charged for it.

Customer rights. The Locallista Guarantee is in addition to, and does not replace, any rights the Customer has against the Business under their agreement or applicable law.

2. What the Locallista Guarantee provides

Where all the conditions of these Guarantee Terms are met, the Locallista Guarantee provides the Customer with:

- **Reimbursement.** Reimbursement of the cost of having the work done again by another service provider, as described in Section 7.
- **Free choice of provider.** The Customer may choose any service provider to redo the work. Where the Customer chooses a Business listed on the Platform, Locallista aims to reimburse the Customer faster (Section 9).
- **No prior approval.** The Customer decides whether to have the work done again and does not need Locallista's approval before doing so. Locallista assesses the claim afterwards.

3. Eligibility and ongoing conditions

Discretion. Locallista decides, at its discretion, in which locations and categories, for which Businesses and to which Customers the Locallista Guarantee is offered. No Customer is entitled to the Locallista Guarantee, and Locallista may stop offering it to a Customer at any time.

Compliance with the Terms. The Locallista Guarantee is offered only to Customers who comply with the Terms of Service and the Platform policies. For example, Locallista may restrict a Customer's account, and with it the Customer's use of the Locallista Guarantee or refuse a claim, where the Customer does not provide reviews for jobs found through the Platform, or activates the Locallista Guarantee for jobs that do not take place.

Breach found later. If Locallista finds, at any time, including after a claim was made, that the Customer did not comply with the Terms of Service (for example by providing a false review), Locallista may cancel the activation and refuse the claim.

4. Activation

A job is covered by the Locallista Guarantee only if **all** of the following are met:

- **Covered Business.** The Business is shown on the Platform as covered by the Locallista Guarantee for the relevant service.
- **Contact details requested for the job.** The Customer requested the Business's contact details on the Platform for this job before discussing this job with the Business. A Customer who worked with the Business in the past may request its contact details again for a new job, and the new job may then be covered. If the Customer discussed the job with the Business before requesting its contact details on the Platform, the job is not covered.
- **Agreed job.** The Customer activated the Locallista Guarantee only after agreeing the job with the Business, for a job that is going ahead.
- **Timing.** The Customer activated the Locallista Guarantee on the Platform at least 12 hours before the work started. An activation made later is not valid, and Locallista may then refuse further activations for that Business and that category for 4 weeks.
- **One per category.** The Customer has only one active Locallista Guarantee in each service category at any time.

Claim period. The Customer may make a claim within 28 days from activation, regardless of when the work takes place. If the work takes place late in this period, the Customer may have little or no time left to make a claim. Customers should therefore activate the Locallista Guarantee close to the

date of the work.

5. Covered work and exclusions

Covered work. The Locallista Guarantee covers work that the Business completed, where there is a genuine problem with the work and the same work is done again by another service provider.

Exclusions. The Locallista Guarantee does not cover:

- Work that the Business started but did not complete, for any reason, including where the Business stops responding or does not return. The Customer may hire another service provider to complete the work, but that cost is not reimbursed.
- Additional, different or upgraded work.
- Consultations, opinions, check-ups or quotations.
- Further sessions or visits that the Business said, when the job was agreed, might be needed. These are part of the original job.
- A change of mind, or a preference for a different style or result.
- Jobs where the Business did not show up and no work was done.
- Damages, inconvenience, or any other consequential or indirect costs resulting from the original work.

Category rules. Specific rules apply to some service categories, as set out in Annex A and shown on the Platform.

6. Notice to the Business

Notice before the work is redone. As soon as the Customer realizes that the work needs to be done again, and **before** another service provider starts, the Customer must notify the Business in writing (for example by WhatsApp, SMS or email) and keep a copy of the message.

Offer to correct the work. The Business may offer to correct the work. The Customer is not required to accept that offer.

7. Reimbursement amount and limits

Amount. Locallista reimburses the lower of the two invoices (for the original work and for the work done again), up to €750 per job. For example:

- The Business charged €300 and the second service provider charged €400: Locallista reimburses €300.
- The Business charged €300 and the second service provider charged €250: Locallista reimburses €250.
- The Business and the second service provider each charged €1,200: Locallista reimburses €750.

Minimum amount. Amounts under €25 are not reimbursed.

Claims limit. No more than two claims may be made within any 24-month period, whether paid or not. This limit applies collectively to the Customer and to:

- any other person permanently living with the Customer;
- the Customer's spouse or partner, parents, children, and siblings; and
- claims relating to the same address where the work was performed, regardless of who made the claim.

Locallista may request information to verify compliance with this limit and may refuse a claim where the Customer fails to provide such information.

8. Claims

Claim period. The Customer must submit a claim on the Platform within 28 days from activation.

Required information. The Customer must provide:

- valid invoices, in the Customer's name, for the original work and for the work done again, both for the same work, and proof that both were paid;
- the notice sent to the Business, dated before the work was done again;
- photos or equivalent records showing the original work before it was done again; and
- where Locallista requests it, a short explanation from the second service provider of the problem and the work done (always required in some categories, as set out in Annex A).

Locallista may ask for additional information where needed to assess a claim.

What to send and how to describe what happened: [Before you file a claim](#).

9. Assessment and payment

Assessment. Locallista will assess whether a claim meets these Guarantee Terms based on the information available to it. Locallista may contact the Customer, the Business and the second service provider to verify a claim.

Payment. Locallista will notify the Customer if a claim was approved and of the amount approved. Locallista carries the cost of the reimbursement, either by paying the Customer directly or through a refund to the Customer from the Business. Locallista may ask the Customer to sign a confirmation that the payment was received under the Locallista Guarantee.

Timing. Locallista aims to pay within 30 days after receiving all required information. Where the second service provider was found through the Platform, Locallista aims to pay within 7 days.

No admission of liability. Locallista's approval or payment of a claim under the Locallista Guarantee does not constitute a finding or admission that the Business performed defective work, breached any obligation, or is legally liable to the Customer.

10. Good faith and abuse

The Locallista Guarantee is provided free and must be used honestly. Locallista may refuse claims that it reasonably believes are false, misleading, fraudulent, collusive or otherwise abusive, for example:

- invoices that are false or altered;
- a second service provider who is related to the Customer;
- work that was not actually done again.

11. Changes, suspension, and termination

Locallista may change, suspend or stop offering the Locallista Guarantee for new activations at any time, including for particular locations, categories or Businesses. Any such change will not affect a Locallista Guarantee validly activated before the change takes effect, which will continue to be governed by the Guarantee Terms that applied when it was activated.

12. Governing terms

The Locallista Guarantee does not make Locallista a party to the agreement between the Business and the Customer, and does not transfer responsibility for the Business's work to Locallista. These Guarantee Terms are governed by and interpreted in accordance with Locallista's Terms of Service. In the event of any inconsistency, the Terms of Service prevail.

Annex A - Category rules

Movers. Only parts of the service that need to be done again, such as furniture assembly. Damage to belongings is not covered.