

How is AMA Home Advantage different from every other online trade service?

AMA Home Advantage is a totally different trade services offering from anything in the marketplace. Rather than simply connecting you to Tradies, Global Home Response manages the whole process for you to ensure that:

- Your Tradie turns up on time
- You get value for money with no hidden fees or call outs
- Your Tradie will be friendly and helpful
- If you have an issue you can get in touch with us
- Your Tradie will be qualified
- You get a 12-month workmanship guarantee

How can I be sure that Global Home Response will do a good job?

At Global Home Response we:

- Have very strict selection criteria and only partner with the best trade businesses in the market
- Meet with every trade business to induct them into our state-of-the-art Compliance, Health & Safety and Customer Service system
- Strictly monitor trade performance including timely arrival, friendly attitude, professionalism, integrity and workmanship
- Give you the ability to rate your Tradie after each job they complete
- Provide training and regular feedback to our Tradies to ensure the best possible outcome for you
- Provide a 12-month Workmanship Guarantee

How does AMA Home Advantage work?

- You book your job online
- We schedule the job with the Tradie
- We ensure the Tradie turns up on time and does a great job
- You get back to doing what's important to you

How can I be sure that the Tradie I am getting is qualified, licensed and insured?

- Global Home Response ensure that we only select suitably qualified, licensed and insured Tradies to carry out works after they have been put through a strict screening process
- Global Home Response's state-of-the-art software prevents work from being given out to Tradies who don't have their credential's up to date
- Global Home Response operates under QBCC Licence 15087795

How do I know that I'm getting a fair price?

- Global Home Response provides our Tradies with consistent workflow, systems and processes to help them manage and grow their business efficiently. This results in you receiving a high-quality service at a fair price.

My area is currently not being covered, when will you service my area?

- We are progressively increasing our coverage area. Please email us at enquiries@ghr-home.com with your postcode and we will contact you once we are servicing your area.

How will I know if my booking has been confirmed?

- Once you have submitted your job someone from Global Home Response will call to confirm your booking within 4 business hours 8am - 5pm AWST (Monday - Friday excluding Public Holidays).

Do I have to be at home while the Tradie is there?

- Yes. We will not proceed with any works unless someone over the age of 18 is present.
- We will also need to process payment via Credit Card once the works have been completed (Visa, Mastercard).

Can I request the same Tradie I've used in the past?

- Global Home Response will endeavour to provide you with same Tradie, however cannot guarantee they will be available during your preferred booking windows.

When can I book a job?

- You can book within two hour booking windows commencing at 7.30am (AEST), Monday to Friday (excluding Public Holidays and weekends).

Can I book more than one job?

- Yes, once you have booked your first job, follow the prompts to let us know that you require additional jobs.

What if I need to cancel or reschedule?

- Please call 1300 038 241 to notify Global Home Response of the change to your booking.
- If you need to cancel or reschedule within 24hrs of your confirmed booking time (excluding weekends), Global Home Response may charge a \$65 fee. The reason for this fee is because our Tradie won't be able to find other work within that timeframe. We treat our Tradies well so that they treat you well.

What if the job takes longer/shorter than I booked for?

- The Tradie will review the information you have provided when the booking was made and will inform you whether there will be less/additional time required to complete the job. If you are still happy to continue with the job, you will be able to sign off to enable the Tradie to proceed.

How do the Booking Windows work?

- You will be required to provide Global Home Response with two booking window preferences.
- The Tradie will arrive within the two-hour window that we confirm with you.
- You will be notified once the Tradie is on their way.

What payment methods are available? / Can I pay for a job with cash?

- For safety and convenience, Global Home Response is cashless. Your payment is processed securely and easily over the phone via Visa or Mastercard on completion of the works.

When will I get my tax invoice for the works completed?

- Within 24 hours following payment you will receive an email with your tax invoice.

What if the Tradie wants me to pay them directly?

- Payments can only be made over the phone with a Global Home Response representative.

Are there warranties on the works completed?

- Global Home Response provide a 12-month workmanship Warranty on all works carried out (excluding Drain Clearing and Home Inspections).
- Some parts provided during your job may have an independent manufacturer's warranty. If you experience any issues after your job is completed, you can contact us at enquiries@ghr-home.com and we will manage the warranty process with you.

How does the pricing work?

- Global Home Response have provided an estimated cost to complete the job type based on our experience and the information you have provided. Once the Tradie arrives they will determine if the price needs to be adjusted.
- The estimated price includes any parts that you have selected.
- Our pricing includes everything - there are no hidden fees, call out charges etc.
- Adding more than one part will not necessarily mean the price is doubled. Seeing as our Tradie is already at your house it is more efficient for them to install additional items at the same time.

The work I need done isn't listed, can you still help me?

- Please call 1300 038 241 and one of our friendly team will be happy to help. Our office hours are 8am - 5pm AWST (Monday - Friday excluding Public Holidays).

How can I provide feedback about the Tradie?

- Shortly after the job is completed you will receive a text message with a link to a website that will enable you to provide feedback of your on-site experience. This will only take a few seconds and helps us to maintain quality within our Tradie network.
- If you would also like to tell us more about your experience, please feel free to email us at enquiries@ghr-home.com

Need more help?

- Please call 1300 038 241 and one of our friendly team will be happy to help. Our office hours are 8am - 5pm AWST (Monday - Friday excluding Public Holidays).