

REPAIR REFERRAL - FAQs

How do I use your website?

Use the directory to access tradespeople's contact information. All communications and agreements are between the client and the tradesperson.

Are the tradespeople licensed/insured?

General Contractors listed carry a license issued by the state of California. Any licensed contractor should freely provide their license number, proof of insurance, and bonding to you. You can check their contractor number on the State of California's website to see if their license, insurance, and bonding are current. [Look up a contractor license.](#) Handypeople are not licensed or insured.

What is the difference between a handyperson and a licensed contractor?

California law requires that licensed contractors perform jobs exceeding \$500 in value. This law is dated; thus, a \$500 cap can be very low in the Bay Area. Please use your best judgment and consult us for guidance in advance if you are unsure. If you have multiple projects, you might ask the handyperson to quote and bill you for each individually. Additionally, we recommend not hiring a handyperson for complex electrical and plumbing jobs. For example, a handyperson can fix a leaky toilet or replace a switch, but they should not be engaged in adding a circuit or replacing a toilet. They can do small painting jobs but not the whole house, and if lead is a concern, you will need a lead-certified painter. If you are unsure, please consult with us in advance. Finally, as handypersons typically do not carry insurance, be aware that your personal or business insurance policies may or may not cover falls from ladders or roofs or property damage. You may wish to check in advance if this could be an issue for you.

What kind of tradesperson do I need?

If you don't know what type of tradesperson to request, please speak with a salesperson in our stores for guidance.

Have you worked with this tradesperson before?

At Cole Hardware, we take our referral program very seriously. That means all of our tradespeople have undergone background checks. Many of the tradespeople have worked on our stores' projects and in our homes.

Can the tradesperson come at "this time"?

Cole Hardware does not track the availability of our tradespeople. Please discuss specifics of availability and scheduling with the tradesperson individually.

How much will this job cost me?

Please discuss the specifics of pricing with your tradesperson.

How do I become a tradesperson for Cole Hardware?

Email repairreferral@colehardware.com. Tell us about your business and geographic work areas, and provide references. We'll get started from there.