

My BBB Accreditation Works for ME!

Why do BBB Accredited Businesses STAY Accredited? Check out what this BBB Accredited Business has to say about it...



Handyman Connection
1910 Harrodsburg Road, #203
Lexington, KY 40503
(859) 2761811
www.handymanconnection.com

BBB Accredited since October 2000

Handyman Connection of Lexington has been in business since 1993. Their BBB Accreditation has served the company well in many aspects, according to owner Pete Ebner.

"First of all, our customers view very favorably those businesses that are BBB Accredited and rely on the Bureau's oversight to ensure integrity and quality of products and services," he says. "Every advertisement placed by Handyman Connection proudly displays the BBB logo and every caller is told that we are BBB Accredited."

Ebner speaks highly of the BBB's dispute resolution programs for dealing with customer disputes. "On occasion, we have used the Better Business Bureau to resolve differences with customers. The process is efficient and professional and has resulted in an outcome that is reasonable to all parties involved."

"We have also found that we receive many calls from homeowners wanting work done that were referred to us from the Better Business Bureau Accredited Business referral list. Experience has it that these referrals almost always result in a sale," says Ebner.

"Lastly, we refer many callers to the BBB when homeowners call us with a project that is either outside our scope of work or outside our area of service. Referring these callers to the BBB allows them to receive the names of other companies that are in good standing with the Bureau," Ebner added.

"Working with the Better Business Bureau over the years, I have found the staff to be friendly, courteous and professional. The investment I have made in dues has been the best money I have spent in my business and I would recommend it to anyone considering BBB Accreditation."

Do you have a story to share about how BBB accreditation works for your business? Tell us about it.

Perhaps our dispute resolution services solved a problem you had with a "something for nothing" customer. Maybe some research our BBB staff provided helped you avoid doing business with a fraudulent vendor. Did your ability to advertise your BBB Accreditation help you attract a customer who chose to use your business over a non-accredited business? Whatever your story is, let us know about it! You might be featured in our newsletter and on our website!

Just email your experience to **memberbbb@lexbbb.com**, or **fax it to (859) 259-1639**, mail it to **1460 Newtown Pike, Lexington, KY 40511**. Address your statement or email to "BBB Accreditation Works for ME!" Please include your name, your company name, address, phone number and email address.