Objective Exclusion Criteria

PUBLIC-FACING | Fritz Consulting LLC | fritzconsulting.io | U.S. / Ohio market

Client screen using objective, documented business criteria. Flag for threats, coercion, demonstrably false statements, nonpayment, unsafe conditions, or refusal to accept normal business terms. FTC guidance

Top 50 reasons an appointment may be declined.

Outside Fritz Consulting's scope or insurance

1. The customer needs a complete roof replacement.
2. The project involves structural or foundation failure.
3. The work requires replacement of an electrical panel or service entrance.
4. The project involves gas lines, boilers, or regulated HVAC equipment.
5. The customer needs major sewer, water-main, or whole-house plumbing work.
6. The property requires asbestos, lead, mold, or hazardous-material remediation.
7. The work requires large excavation, demolition, cranes, or heavy equipment.
8. The estimated project value exceeds Fritz Consulting's established maximum.
9. The work is excluded from the company's liability-insurance coverage.
10. The work requires a license, certification, permit, or specialty subcontractor Fritz Consulting does not have.

Unsafe property or working conditions

11. The property has an active fire, flood, gas leak, or electrical emergency.
12. The structure appears unstable or at risk of collapse.
13. The work requires unsafe roof or elevated access beyond company policy.
14. Exposed electricity, gas, or other utilities cannot be safely shut down.
15. Sewage, bodily fluids, needles, chemicals, or other biohazards are present.
16. The property has an uncontrolled insect, rodent, or animal infestation.
17. Clutter or stored materials block safe access or emergency exits.
18. Aggressive animals will not be secured before the visit.
19. The prospect has made threats, displayed weapons, or described violent activity at the property.
20. Weather or environmental conditions cannot be safely managed.

No legal authority or improper request

21. The prospect cannot establish that they own or control the property.
22. A tenant does not have the landlord's written permission.
23. Required condominium or homeowners-association approval is missing.
24. The work requires access through neighboring property without permission.
25. The prospect asks Fritz Consulting to avoid a required permit or inspection.
26. The prospect asks the company to conceal previous unpermitted work.
27. The prospect asks for a false invoice, inflated insurance estimate, or misleading damage description.
28. The requested repair would violate code, manufacturer requirements, or create an unsafe condition.

Budget, payment, or contract risk

29. The anticipated job is below the company's minimum service charge.
30. The prospect states that they cannot pay the required deposit or material costs.
31. The prospect insists on an off-the-books cash transaction without an invoice.
32. The prospect refuses a written scope of work.
33. The prospect refuses the company's change-order process.
34. The prospect refuses the standard deposit or payment schedule.
35. The prospect demands a guaranteed price without providing enough information or allowing an inspection.
36. The prospect wants extensive estimating, drawings, or product research without paying for that service.
37. The prospect has an unpaid balance or documented chargeback history with Fritz Consulting.
38. Payment depends on an uncertain outside event, such as an insurance settlement, property sale, or refinancing.

Scheduling and operational mismatch

39. The property is outside the approved service area.
40. The requested completion date is not realistically achievable.

41. The prospect refuses to provide basic photos, measurements, an address, or a description of the problem.
42. Multiple decision-makers give conflicting instructions and no authorized contact is identified.
43. The prospect repeatedly misses or cancels appointments without adequate notice.
44. The property cannot provide safe, legal, and reliable access during approved working hours.

Conduct and relationship risk

45. The prospect threatens, intimidates, stalks, or harasses staff or contractors.
46. The prospect directs discriminatory, sexual, degrading, or abusive language at workers.
47. The prospect pressures workers to violate company policies, accept side payments, or perform undisclosed work.
48. The prospect threatens a bad review, lawsuit, or public campaign solely to obtain free work, refunds, or unauthorized discounts.
49. There is a verified pattern of materially false allegations against prior contractors, and the prospect refuses to review written facts or documentation.
50. The prospect repeatedly rejects normal boundaries, contract terms, and realistic outcomes, making a workable professional relationship unlikely.

Important screening rules

The same written criteria are applied to everyone. We do not decline based on race, color, religion, sex, military status, national origin, disability, age, ancestry, family status, neighborhood, or mental health. Ohio law prohibits discrimination in public accommodations and certain housing-related services. Ohio Revised Code §4112.02

Three classifications

- **Decline immediately:** Unsafe, illegal, uninsured, threatening, or clearly outside scope.
- **Request clarification:** Missing information, unclear budget, authority, access, or schedule.
- **Refer elsewhere:** Legitimate project, but it requires a roofer, electrician, plumber, structural engineer, remediation contractor, or other specialist.

A neutral decline statement

"Thank you for contacting Fritz Consulting. Based on the information provided, this project falls outside our current service scope, insurance coverage, or operating requirements. We will not be able to schedule an appointment. We recommend contacting a properly licensed specialist for this work."