Hoador

HOADOR INC. – CANCELLATION & REFUND POLICY

Effective Date: January 1, 2026

This Cancellation & Refund Policy ("Policy") governs the cancellation of rentals and services, eligibility for refunds, and penalties for both **Providers** and **Renters** on the Hoador platform. It is incorporated by reference into the **Terms of Service**, **Payments & Payouts Policy**, **Deposits Addendum**, **Tool & Service Rental Agreement**, **Damage, Loss & Liability Policy**, **Tool Condition Standards**, and **Community Guidelines**.

By using Hoador, users agree to this Policy.

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1. Purpose

This Policy aims to:

- Set clear rules for cancellation and refund eligibility
- Define penalties and responsibilities for both parties
- Ensure consistency with **Payments, Deposits, and Damage workflows**
- Protect the platform, users, and property

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2. Cancellation Time Windows

2.1 Renter-Initiated Cancellations

Time Before Rental	Refund Eligibility
> [X] hours/days	Full refund of rental cost (minus non-refundable platform fees)
[Y]–[X] hours/days	Partial refund (pro-rated by time remaining)

< [Y] hours or after rental start   No refund; deposit or rental fee may be forfeited

- Refunds are processed according to the **Payments & Payouts Policy** and **Deposits Addendum**.
- Cancellation must be submitted **via the Hoador platform**; outside communications do not guarantee refund eligibility.

2.2 Provider-Initiated Cancellations

Time Before Rental	Penalties
> [X] hours/days	No penalty
< [X] hours	Platform may deduct service fees or impose payout adjustments
Repeated late cancellations	May result in account suspension or delisting of tools/services

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  Providers must provide **notice via the Hoador platform** to avoid disputes.
- Hoador may require documentation to validate cancellation.

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3. Refund Conditions

- Refunds are issued to the **original payment method** unless otherwise specified.
- Refund amounts may be reduced by:
  - Non-refundable platform service fees
  - Deducted deposits for damages, loss, or misuse (**Damage & Liability Policy**)
  - Costs incurred by Hoador to process cancellation or replace the service/tool
- All refund adjustments follow the **Payments & Payouts Policy workflow**, including deposit deductions and Stripe Connect settlement rules.

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4. Owner Cancellation Penalties

- Late or unjustified cancellations by a Provider may result in:
    - Deduction of platform fees
    - Temporary or permanent **account suspension** for repeated violations
    - Compensation to Renters for documented losses, such as arranging alternate rentals or services
- Penalties may be enforced using **deposit holds, payout adjustments**, or direct invoicing.

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5. Renter Cancellation Penalties

- Late cancellations or no-shows by Renters may result in:
    - Loss of rental fees and/or deposits
    - Restricted platform privileges (e.g., booking limits, account warnings)
    - Liability for documented costs incurred by the Provider
- Hoador may **mediate disputes** if the Renter provides evidence of extenuating circumstances.

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6. Special Considerations / Exceptions

- **Emergencies or force majeure** events may allow Hoador to adjust penalties or offer refunds at its discretion.
- Documentation may be requested to support claims.
- Hoador reserves the right to make final decisions regarding **cancellation eligibility or exceptions**.

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7. Enforcement & Integration

- All cancellations are processed in conjunction with:
    1. **Payments & Payouts Policy** (refunds and Stripe Connect processing)
    2. **Deposits Addendum** (deposit holds for damage or late cancellations)
    3. **Damage, Loss & Liability Policy** (for damages or lost tools/services)

4. **Rental Agreement** (timeframes, inspections, obligations)
5. **Community Guidelines** (behavior-related cancellations)

- Enforcement steps include:
    1. Verification of cancellation request via platform logs
    2. Assessment of time windows, fees, and deposits
    3. Adjustment of payouts or deposits as needed
    4. Communication to both Provider and Renter
    5. Logging of the transaction for audit and dispute resolution

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8. Dispute Resolution

- Disputes over cancellations or refunds are handled per **Hoador's Terms of Service dispute workflow**.
- Hoador may:
    - Adjust refunds or payouts
    - Mediate partial payments or compensations
    - Escalate to arbitration if needed

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9. User Acknowledgment

By proceeding with any cancellation or refund request, both Providers and Renters agree that they:

- Understand and accept the **cancellation timeframes and penalties**
- Accept any **deductions, payout adjustments, or fees** applied under this Policy
- Are bound by the **integrated Policies** listed above