



HOADOR INC. – CANCELLATION & REFUND POLICY

Effective Date: April 6,, 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.

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

2. Cancellation Time Windows

2.1 Rentals – Renter-Initiated Cancellations

Timing	Refund Eligibility
Before owner approval	Full cancellation, no charge — no payment was collected
≥ 24 hours before pickup (post-approval)	100% refund of rental price; platform service fee is non-refundable

< 24 hours before pickup (post-approval)	50% refund of rental price; platform service fee is non-refundable
After rental start (active rental)	No refund; cancellation is not permitted once a rental is in progress
Early termination	No refund and no proration for unused time

Note: The non-refunded portion of the rental price is transferred to the Owner, minus the 20% platform fee.

2.2 Rentals – Owner-Initiated Cancellations

Timing	Outcome
Any time before rental start	Full refund of rental price and platform service fee to Renter; platform absorbs Stripe processing costs
Repeated late cancellations	May result in account suspension or delisting of tools

- Any scheduled or held security deposit is released automatically.
- Hoador issues an operational alert for all owner-initiated post-approval cancellations.

2.3 Services – Requester-Initiated Cancellations

Timing	Refund Eligibility
Before provider accepts	Full cancellation, no charge — no payment was collected
> 24 hours before proposed service date	100% refund of total booking amount

≤ 24 hours before proposed service date	50% refund of total booking amount
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2.4 Services – Provider-Initiated Cancellations

Timing	Outcome
Any time before service completion	100% refund of total booking amount to Requester
Repeated cancellations	May result in account suspension or removal from the platform

- Cancellation must be submitted **via the Hoador platform**; outside communications do not guarantee refund eligibility.

3. Fee Structure & Refund Calculations

Platform Service Fee (Charged to Renter/Requester at Booking)

- Calculated via Hoador's fee formula (approximately Stripe's processing cost: ~2.9% + \$0.30).
- **This fee is non-refundable in all renter-initiated rental cancellations.**
- In owner-initiated rental cancellations, the service fee is fully refunded to the Renter and absorbed by the platform.
- For services, the service fee is included in the total amount subject to refund.

Platform Fee (Deducted from Provider/Owner Payout)

- **20% of the rental price or service price** is deducted from provider payouts at transfer time.
- This fee is not visible to the Renter; it is deducted from the Owner/Provider's transfer.

Refund Examples (Rentals)

Scenario	Renter Receives	Owner Receives

Renter cancels ≥ 24h before pickup	100% of rental price	Nothing
Renter cancels < 24h before pickup	50% of rental price	50% of rental price minus 20% platform fee
Owner cancels	100% of rental price + service fee	Nothing

4. Security Deposit

- A security deposit is collected as an **authorization hold** (not an actual charge) on the Renter's payment method.
- The hold is placed **48 hours before pickup**, or immediately at owner approval if pickup is within 48 hours.
- The hold expires after 7 days per Stripe's standard authorization window.
- Upon successful return confirmation and resolution of any disputes, the deposit hold is **released** (not charged).
- Deposit holds that fail to place will be retried automatically; Renters may also manually retry via the platform.

Deposit Capture (Damage Disputes)

If a damage dispute is resolved in the Owner's favor, the deposit may be captured (fully or partially) per the Damage, Loss & Liability Policy:

Dispute Outcome	Deposit Action	Owner Transfer
Favor Owner	Full capture	Rental amount + captured deposit minus platform fee
Favor Renter	Released	Rental amount only

Partial (Owner)	Partial capture; remainder released	Rental + partial capture minus platform fee
Partial (Renter)	Partial release; remainder captured	Rental + partial capture minus platform fee
Dismissed	Released	Rental amount only

5. No-Show Policy

No-shows are reported manually by either party and require admin confirmation before any financial action is taken.

Rentals

No-Show Party	Renter Outcome	Owner Outcome
Renter no-show	50% refund of rental price; service fee not refunded	Receives 50% of rental price minus 20% platform fee
Owner no-show	Full refund including service fee	No transfer

Services

No-Show Party	Requester Outcome	Provider Outcome
Requester no-show	50% refund of total booking amount	Receives remaining 50% minus platform fee

Provider no-show	Full refund of total booking amount	No transfer
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6. Payout Timing & Dispute Window

- **Rentals:** Payouts to Owners are processed after the Owner confirms tool return **and** a **24-hour dispute window** has elapsed with no open disputes.
 - **Services:** Payouts to Providers are processed after the Provider marks the service complete **and** a **24-hour dispute window** has elapsed with no open disputes.
 - Payout processing runs hourly via an automated cron job.
 - If a dispute is filed within the window, payouts are frozen until the dispute is resolved.
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7. Refund Conditions

- Refunds are issued to the **original payment method**.
 - Refund amounts may be reduced by:
 - Non-refundable platform service fees (renter-initiated rental cancellations)
 - Deducted deposits for damages, loss, or misuse (per the Damage, Loss & Liability Policy)
 - Costs incurred by Hoador to process cancellation
 - All refund adjustments follow the **Payments & Payouts Policy workflow**, including deposit deductions and Stripe Connect settlement rules.
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8. Owner/Provider Cancellation Penalties

Late or unjustified cancellations by an Owner or Provider may result in:

- Deduction of platform fees
- Temporary or permanent **account suspension** for repeated violations
- Compensation to Renters/Requesters for documented losses (e.g., cost of arranging alternate services)

Penalties may be enforced via **payout adjustments** or direct invoicing.

9. Renter/Requester Cancellation Penalties

Late cancellations or no-shows by Renters or Requesters may result in:

- Forfeiture of rental fees and/or service fees per the schedule above
- Restricted platform privileges (e.g., booking limits, account warnings)
- Liability for documented costs incurred by the Provider/Owner

Hoador may **mediate disputes** if the Renter/Requester provides evidence of extenuating circumstances.

10. 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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11. 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/Owner and Renter/Requester
 5. Logging of the transaction for audit and dispute resolution
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12. Dispute Resolution

Disputes over cancellations or refunds are handled per Hoador's **Terms of Service dispute workflow**. The dispute filing window is **strictly 24 hours** after return confirmation (rentals) or service completion (services). No-show disputes may be filed from the scheduled start time onwards.

Hoador may:

- Adjust refunds or payouts

- Mediate partial payments or compensations
 - Escalate to arbitration if needed
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13. User Acknowledgment

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

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