



HOADOR INC. - USER STANDARDS

Community Guidelines

Effective Date: January 1, 2026

The Hoador platform is a peer-to-peer marketplace for tools, equipment, and general services. These **Community Guidelines** govern all user interactions, including messaging, rentals, and reviews. They are incorporated by reference into the **Terms of Service, Payments & Payouts Policy, Damage & Liability Policy, and Privacy Policy**.

By using Hoador, you agree to follow these guidelines.

Respectful Behavior

- Treat all users with respect and professionalism.
 - Avoid offensive, threatening, or disruptive language.
 - Disagreements should be handled politely and through the platform's dispute mechanisms.
-

No Harassment or Discrimination

- Harassment, bullying, intimidation, or discrimination based on race, gender, sexual orientation, religion, age, disability, or any protected status is prohibited.
 - Violations may result in warnings, account suspension, or permanent removal.
-

In-App Messaging Rules

- All communication between users must occur **within Hoador's platform messaging system** to allow proper record-keeping for safety and disputes.
 - Users may not:
 - Share personal financial info outside the platform
 - Threaten or coerce other users
 - Spam, solicit, or advertise unrelated services
-

No Illicit Activity

Users may **not** use Hoador to:

- Rent or provide illegal goods or services
 - Commit fraud, theft, or money laundering
 - Attempt to falsify identity, ownership, or availability of tools/services
-

No Platform Bypass

- Users may **not** attempt to bypass Hoador for transactions, messaging, or payments.
 - All payments must go through the platform and **Stripe Connect**.
 - Circumvention may result in permanent account termination and legal action.
-

Enforcement

- Hoador may take action at its discretion, including warnings, account suspension, or permanent removal.
 - Enforcement may also trigger adjustments under the **Payments & Payouts Policy** and **Damage & Liability Policy**.
-

Hoador Review Policy

Effective Date: January 1, 2026

Reviews allow users to share feedback about transactions, rentals, and service experiences. Reviews are **public** but are governed by Hoador's rules to protect users and ensure fairness. This policy is incorporated by reference into the **Terms of Service, Privacy Policy, and Community Guidelines**.

Content Rules

Reviews must be:

- Relevant to the rental or service experience
 - Honest and based on actual experience
 - Free of harassment, threats, or discriminatory language
 - Respectful of privacy (no personal info like addresses, phone numbers, or payment details)
-

Prohibited Content

Reviews may **not**:

- Include illegal content, solicitations, or advertisements
 - Impersonate others or post false claims
 - Attempt to influence or manipulate ratings
-

Grounds for Removal

Hoador reserves the right to remove a review if it:

- Violates these content rules
 - Contains personal or sensitive information
 - Is fraudulent or clearly not based on actual experience
-

Privacy Expectations

- Reviews are public but linked only to your Hoador account name.
 - Personal information shared outside of the platform in reviews may be redacted or removed.
 - Users agree that Hoador may use review content for moderation, dispute resolution, and platform improvement.
-

Enforcement

- Users posting prohibited content may receive warnings, be blocked from posting, or have their accounts suspended.
 - Disputes over reviews may be handled under the **Terms of Service dispute resolution workflow**.
-