



HOADOR INC. — PAYMENTS & PAYOUTS POLICY

Effective date: March 27, 2026

This policy explains, in plain language, how money moves on Hoador: when you are charged, what fees exist, how security deposits work for tool rentals, when owners and service providers get paid, and what happens if you cancel or dispute something. It works together with our Terms of Service and Privacy Policy. Capitalized terms that are defined in the Terms of Service have the same meaning here.

By using Hoador, you agree to this policy.

1. Who we are (and who processes your card)

- Hoador runs the marketplace. We are **not** a bank and **not** a money transmitter.
- **Stripe** processes card payments, refunds, authorization holds, and transfers to connected accounts. Stripe’s terms and privacy policy also apply to how Stripe handles financial data.
- Hoador uses **Stripe Connect**. Tool owners and service providers receive payouts through **Stripe Express** connected accounts (United States), after they complete Stripe’s onboarding and meet Stripe’s requirements.

2. Currency

- All amounts are in **U.S. dollars (USD)** unless we say otherwise.

3. What you pay before anyone gets paid (fees)

We use two different ideas of “fee” so you are not surprised:

What we call it	Who pays	What it is
Service fee	Usually the renter or the person booking a service	Covers card processing costs on the main charge (aligned with Stripe’s typical card fees). It is shown as its own line in checkout before you confirm.

Platform fee

Taken out of what the owner or provider receives

20% of the rental or service price (not of the service fee line item). It is **not** charged on your card separately; it is deducted when we send money to the owner's or provider's connected account.

- **Service fees** may be **non-refundable** in situations described below (for example, when you cancel and our Cancellation & Refund Policy keeps the service fee).
- **Stripe** may also charge standard processing fees on charges and refunds; where our policies say we absorb a processing cost, that refers to how we handle the platform's relationship with Stripe, not a guarantee of any specific amount you will see on a statement.

4. Tool rentals — when your card is charged

- **You are not charged when you submit a rental request.** Your payment method is charged when the **tool owner approves** the rental request.
- If the owner does not approve, **no rental charge** is taken for that request.
- If approval **fails** because the card cannot be charged, the rental is not approved and the owner and renter are notified so the renter can fix their payment method.

5. Services — when your card is charged

- **You are not charged when you submit a booking request.** Your card is charged when the **service provider accepts** the booking.
- If the provider does not accept, **you are not charged.**
- If acceptance happens but **payment fails**, the booking does not go through as paid until the payment issue is resolved (both sides are notified as described in our product flows).

6. Where the money sits after you pay (platform hold)

- For both rentals and services, the **main charge** is collected into **Hoador's platform Stripe account** first. We **do not** immediately send the full amount to the owner or provider when you pay.
- That lets us:
 - Hold funds during the rental or until the service job is finished,

- Run the **dispute window** (below),
- Process **refunds** and **payouts** in a controlled way.

This is sometimes called a **platform hold** or **destination-less** charge: your money is with the platform until the steps below are satisfied for payout.

7. Security deposits (tool rentals only)

- If a listing has a **security deposit**, we usually place an **authorization hold** on your card — **not** the same as charging the deposit up front. The hold **reserves** funds; it is released if there is no valid claim, subject to the rules below.
- **When the hold is placed:** If pickup is **more than 48 hours** after approval, we **schedule** the hold so it is placed **about 48 hours before pickup**. If pickup is **within 48 hours** of approval, we try to place the hold **right after approval**.
- **Standard card holds** often last about **seven days** in the card networks. For rentals longer than that, the hold might **expire** before the tool is returned. If that happens, we handle it operationally; we may alert our operations team. This is a known limitation until extended authorizations are fully supported everywhere.
- **After return:** When the owner confirms the tool was returned, a **24-hour dispute window** starts (see section 9). If there is **no open dispute** and the hold is still active, we **release** the hold (cancel the authorization) as part of our automated payout process — **you are not “refunded”** because the deposit was not captured as a separate charge in the clean-return case.
- If there is a **damage or loss claim** that is valid under our policies, we may **capture** part or all of the deposit according to the claim outcome and the Dispute Policy.

8. When tool owners get paid (rentals)

Owners are not paid at booking approval.

After:

1. The rental is **completed** (including the owner confirming return, which marks the rental complete in our system),
2. At least **24 full hours** have passed since that return confirmation (**dispute window**),
3. There is **no open dispute** blocking payout,

our system runs an automated process (on a schedule) that can:

- **Release** any active **deposit hold** (if applicable), then
- **Transfer** the owner's share to their **Stripe Connect** account.

The transfer uses the **original rental charge** as the source; the **platform fee (20% of the rental price)** is **deducted** from what we send the owner. If a transfer **fails** (for example, the owner's Connect account has a problem), we **do not** silently retry forever — **operations** may need to fix the account or the record.

If the owner never confirms return, the rental may never become eligible for that automated payout path until that step happens (or a future product rule says otherwise).

9. The 24-hour dispute window (rentals)

- **When it starts:** When the **owner confirms the tool was returned**, we record that time. That starts a **24-hour window** during which either side may raise a problem under our **Dispute Policy** (for example, damage claims in line with product rules).
- **What we do during the window:** We **do not** complete the owner payout while a qualifying dispute is open. Deposit release is also **held up** if a dispute requires it.
- **After the window:** If there is **no blocking dispute**, the automated process described in section 8 can run.

10. When service providers get paid (services)

- **Providers are not paid when they accept the booking.** They are paid **after** the job is marked **complete** and the **24-hour** period after completedAt has passed **with no open dispute**, subject to the same kind of **scheduled payout process** we use for rentals.
- The **platform fee (20% of the service price)** is **deducted** from the provider's payout at transfer time.
- If a **transfer fails**, we alert operations; **automatic retries are not guaranteed** — someone may need to fix the connected account or the payment record.

11. Cancellations and refunds — tool rentals

These rules align with our **Cancellation & Refund Policy** and Stripe Connect implementation. **Pickup time** matters for renter cancellations after approval.

Situation

What generally happens

Renter cancels before the owner approves	No charge. No Stripe payment for that request.
Renter cancels after approval, 24+ hours before pickup	Full refund of the rental price (the tool price portion). The service fee is not refunded to the renter — the platform keeps it. No owner transfer of the rental price when it is fully refunded.
Renter cancels after approval, less than 24 hours before pickup	50% refund of the rental price. Service fee is not refunded. The remaining rental price may be paid to the owner after the platform fee is taken from the owner’s share, per implementation.
Owner cancels after approving	Full refund to the renter including the service fee so the renter is made whole. Deposit hold is released or cancelled as applicable.
Rental is already active	Cancellation is not allowed through the normal self-serve flow; early return does not automatically change the payment.
No-show	Reported through support; ops applies the outcome. Typical patterns include renter no-show (partial refund to renter, remainder to owner minus platform fee) or owner no-show (full refund to renter); see Cancellation & Refund Policy for details.

Stripe keeps its usual processing fee on refunded card amounts; **our policies** describe when **Hoador** absorbs that cost vs. passing behavior through to users.

12. Cancellations and refunds — services

Service bookings use **proposed date/time** instead of “pickup.” Summary:

Situation	What generally happens
Requester cancels before acceptance	No charge.
Requester cancels after acceptance, more than 24 hours before the proposed start	Full refund of amounts we are able to refund under the implementation (see Cancellation & Refund Policy for exact line items).
Requester cancels after acceptance, 24	Partial refund (e.g. 50%) per policy.

hours or less before the proposed start

Provider cancels an accepted booking before completion

Full refund to the requester.

No-show

Determined with **admin/ops** confirmation; refunds and any provider payout follow the patterns in our Cancellation & Refund Policy and Dispute Policy.

13. Chargebacks and card-network disputes

- **Stripe** handles chargebacks and network disputes. We may **withhold** payouts or **offset** amounts while a dispute is open.
- You agree to **cooperate** with reasonable requests for proof (photos, messages, timestamps) so we and Stripe can respond.

14. Fraud, risk, and holds

We may **delay or withhold** payouts or **reverse** flows if we suspect fraud, a serious policy violation, or if we are required to by law or by Stripe. We may also **offset** amounts against money we are allowed to recover under the Terms.

15. Taxes

- **You** are responsible for determining and paying any taxes that apply to you (income, sales, use, etc.).
- We may **collect and remit** certain taxes where **required by law**. We provide **records of transactions** in the app or by email where we offer them — use them for your tax reporting.

16. Payment errors

- If you think a charge, refund, or payout is wrong, **contact us** (see below) **promptly** with the rental or booking id if you have it.
- We may **correct** errors by **refund, charge, or adjustment** to payouts, consistent with Stripe's capabilities and this policy.

17. Relationship to other documents

- **Terms of Service:** Governs your use of Hoador and includes important limitations of liability.
- **Privacy Policy:** Explains how we handle personal data.

- **Cancellation & Refund Policy, Dispute Policy, Safety and Liability Package, and per-rental or per-booking agreements** may add detail for specific transactions.

- If something in this policy **conflicts** with the **Terms of Service**, the **Terms** control unless a court would treat the more specific transactional document as controlling for that transaction.

18. Changes

We may **update** this policy by posting a new version and changing the effective date. **Continued use** after the new effective date means you accept the update, unless applicable law requires a different process.

19. Contact

Hoador, Inc.

Email: admin@hoador.com