

CANCELLATION POLICY

HOD LLC

Effective Date: August 15, 2026

Last Updated: August 15, 2026

1. PURPOSE

This Cancellation Policy governs the cancellation of services booked through the Husband On Demand platform.

HOD LLC ("HOD") operates solely as an online technology marketplace that connects Customers with independent Service Providers.

HOD does not perform services, supervise Service Providers, or guarantee the completion of any service.

2. MARKETPLACE STATUS

Customers acknowledge that:

HOD is not the contractor.

HOD is not the employer of the Service Provider.

HOD does not control the manner or method in which services are performed.

HOD is not responsible for scheduling decisions made by independent Service Providers.

The service agreement exists solely between the Customer and the independent Service Provider.

3. CUSTOMER CANCELLATION

Customers may cancel a booking at any time through the Platform.

Cancellation fees may apply depending on when the cancellation occurs.

More than 24 hours before the scheduled appointment

No cancellation fee.

Any refundable Platform fees disclosed before acceptance will be processed in accordance with the Refund Policy.

Between 24 hours and 4 hours before the appointment

The Customer may be charged:

a reasonable Platform cancellation fee; and/or

any non-recoverable costs incurred by the Service Provider, if permitted by law and disclosed before booking.

Less than 4 hours before the appointment

The Customer may be responsible for:

the Platform cancellation fee;

compensation owed to the Service Provider for reserved time, where applicable under Platform rules;

applicable payment processing fees that are non-refundable.

4. NO-SHOW BY CUSTOMER

A Customer is considered a "No-Show" if:

they are unavailable at the scheduled time;

access to the property cannot be obtained;

the Customer fails to respond within a reasonable time after the Service Provider's arrival.

In such cases:

the appointment may be cancelled;

applicable cancellation fees may be charged;

repeat no-shows may result in account suspension.

5. SERVICE PROVIDER CANCELLATION

Service Providers may occasionally cancel due to:

illness;

emergencies;

unsafe conditions;

severe weather;

equipment failure;

circumstances beyond their reasonable control.

HOD may assist Customers in finding another Service Provider but does not guarantee replacement availability.

6. PLATFORM CANCELLATION

HOD reserves the right to cancel or suspend any booking if:

fraud is suspected;

payment authorization fails;

the booking violates Company policies;

safety concerns exist;

illegal activity is suspected;

the requested service violates applicable law.

HOD is under no obligation to complete or reschedule the booking.

7. WEATHER

Appointments may be postponed because of:

hurricanes;

tropical storms;

flooding;

lightning;

unsafe road conditions;

government emergency declarations.

Neither HOD nor the Service Provider shall be liable for delays caused by such events.

8. UNSAFE CONDITIONS

A Service Provider may refuse or discontinue services if the property presents unsafe conditions, including but not limited to:

exposed electrical hazards;

structural instability;

aggressive animals;

biohazards;

illegal activity;

threats or harassment;

unsafe weather conditions.

Such cancellations do not automatically entitle the Customer to a refund.

9. ACCESS TO PROPERTY

Customers are responsible for ensuring that:

the property is accessible;

required parking is available;

utilities are functioning when necessary;

work areas are reasonably prepared.

Failure to provide reasonable access may result in cancellation fees.

10. REPEATED CANCELLATIONS

HOD reserves the right to suspend or terminate accounts that repeatedly:

cancel appointments;

fail to appear;

abuse the cancellation system;

interfere with Service Providers' schedules.

11. RESCHEDULING

Customers may request to reschedule appointments.

Approval depends entirely on the Service Provider's availability.

HOD does not guarantee that requested dates or times will be available.

12. PAYMENT PROCESSING

Certain payment processing fees charged by third-party payment processors may be non-refundable.

HOD has no control over fees imposed by Stripe or financial institutions.

13. FORCE MAJEURE

Neither HOD nor any Service Provider shall be liable for cancellations caused by events beyond reasonable control, including:

hurricanes;
floods;
fires;
pandemics;
acts of terrorism;
war;
government orders;
utility failures;
internet outages.

14. LIMITATION OF LIABILITY

To the fullest extent permitted by law:

HOD shall not be liable for:

lost appointments;
lost income;
travel expenses;
hotel expenses;
missed business opportunities;
consequential damages arising from cancelled appointments.

Nothing in this Policy limits liability that cannot legally be excluded.

15. NO GUARANTEE OF AVAILABILITY

HOD does not guarantee that:

a Service Provider will accept any booking;
a replacement Service Provider will be available;
a cancelled appointment can be rescheduled.

Platform availability depends upon independent Service Providers.

16. CUSTOMER ACKNOWLEDGMENT

By booking services through the Platform, the Customer acknowledges that:

HOD acts solely as a technology marketplace;
Service Providers are independent contractors;
cancellations may occur despite reasonable efforts;

HOD is not responsible for decisions made by independent Service Providers.

17. GOVERNING LAW

This Policy shall be governed by the laws of the State of Florida.

18. DISPUTE RESOLUTION

Any dispute involving HOD shall first be submitted to informal negotiation.

If unresolved, disputes shall be resolved by binding arbitration in Sarasota County, Florida, unless prohibited by applicable law.

19. CONTACT INFORMATION

HOD LLC

Website: www.husbandondemand.com

Support: support@husbandondemand.com

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