

# COMMUNITY STANDARDS

HOD LLC

Effective Date: August 15, 2026

Last Updated: August 15, 2026

## 1. PURPOSE

These Community Standards ("Standards") establish the principles of professionalism, respect, integrity, and safety expected from every user of the Husband On Demand Platform.

Our goal is to build a trusted marketplace where Customers and independent Service Providers can work together in a safe, respectful, and professional environment.

These Standards apply to every user of the Platform.

## 2. OUR MARKETPLACE

HOD LLC ("HOD") operates solely as a technology marketplace connecting Customers with independent Service Providers.

HOD does not employ Contractors.

HOD does not supervise work.

HOD does not control how services are performed.

Each Contractor operates an independent business.

## 3. OUR VALUES

We expect every user to demonstrate:

Honesty

Professionalism

Respect

Reliability

Accountability

Safety

Courtesy

These values help create a marketplace where people feel comfortable inviting service professionals into their homes.

## 4. RESPECT FOR OTHERS

Treat everyone with dignity and respect.

Users shall not engage in:

harassment;

threats;

intimidation;  
bullying;  
discrimination;  
hate speech;  
retaliation;  
abusive language.  
Disagreements should always remain professional.

## **5. HONESTY**

Users must provide truthful information.

Do not:

submit false service requests;  
submit fraudulent claims;  
post fake reviews;  
misrepresent qualifications;  
falsify photographs;  
exaggerate damages;  
create fake accounts.

Trust is the foundation of our marketplace.

## **6. PROFESSIONALISM**

Service Providers should:

arrive on time;  
communicate clearly;  
complete work professionally;  
respect Customer property;  
clean up after completing work.

Customers should:

communicate honestly;  
provide accurate job descriptions;  
provide safe access to the property;  
treat Contractors respectfully.

## **7. SAFETY**

Safety always comes first.

No job should be completed if conditions are unsafe.

Both Customers and Contractors should immediately stop work if continuing would create an unreasonable risk of injury or property damage.

## **8. PRIVACY**

Respect privacy.

Do not:

photograph people without permission where consent is required by law;

disclose addresses;

disclose security codes;

share personal information;

access areas unrelated to the requested service.

Customer information must remain confidential.

## **9. FAIR REVIEWS**

Reviews help improve the marketplace.

Reviews should be:

truthful;

respectful;

based on actual experiences;

relevant to the completed service.

Reviews may not be used to:

threaten another user;

obtain discounts;

retaliate;

manipulate ratings.

HOD reserves the right to remove reviews that violate these Standards.

## **10. PROPERTY RESPECT**

Customers and Contractors shall respect each other's property.

Contractors should:

protect floors and furniture;

avoid unnecessary damage;

clean work areas;

return property to a reasonably clean condition.

Customers should:

provide safe access;

remove unnecessary hazards;  
secure pets when appropriate.

## **11. COMMUNICATION**

Professional communication is expected before, during, and after every service.

Users should:

respond promptly;  
communicate clearly;  
remain respectful;  
report problems honestly.

Abusive or threatening communications are prohibited.

## **12. DISCRIMINATION**

HOD is committed to maintaining a marketplace free from unlawful discrimination.

Users shall not discriminate against another user on the basis of characteristics protected by applicable law.

## **13. HARASSMENT**

Harassment of any kind is prohibited.

Examples include:

repeated unwanted contact;  
offensive comments;  
sexual harassment;  
stalking;  
intimidation;  
threats.

Serious violations may result in immediate removal from the Platform.

## **14. FRAUD**

Fraud harms everyone.

Examples include:

false insurance claims;  
fake invoices;  
false completion reports;  
payment fraud;  
stolen identities;  
fake reviews;  
false refund requests.

Fraud may result in permanent account termination and referral to law enforcement.

## **15. OFF-PLATFORM TRANSACTIONS**

The Platform is designed to protect both Customers and Contractors.

Users should avoid intentionally bypassing the Platform to evade Platform fees or protections.

Nothing in this section prevents lawful independent business relationships established outside the Platform.

## **16. QUALITY EXPECTATIONS**

Customers should expect:

professional communication;  
reasonable punctuality;  
work performed with reasonable care and skill.

Contractors should expect:

respectful treatment;  
accurate job descriptions;  
timely payment through the Platform;  
a reasonably safe work environment.

## **17. REPORTING CONCERNS**

Users are encouraged to report:

fraud;  
harassment;  
unsafe conditions;  
discrimination;  
criminal activity;  
repeated violations of these Standards.

Reports may be submitted confidentially.

## **18. PLATFORM ENFORCEMENT**

HOD may take action when these Standards are violated.

Possible actions include:

educational warning;  
temporary suspension;  
permanent removal;  
cancellation of bookings;  
restriction of Platform features;  
referral to law enforcement where appropriate.

HOD retains sole discretion regarding access to the Platform, subject to applicable law.

## **19. LIMITATION OF RESPONSIBILITY**

These Community Standards establish expectations for Platform behavior.

Nothing in these Standards creates an obligation for HOD to:

monitor every interaction;

supervise Contractors;

inspect completed work;

guarantee the conduct of any user.

To the fullest extent permitted by law, HOD shall not be responsible for the independent actions or omissions of Customers or Contractors, except where liability cannot legally be excluded.

## **20. CHANGES TO THESE STANDARDS**

HOD may update these Community Standards at any time.

Updated versions become effective upon publication unless otherwise stated.

Continued use of the Platform constitutes acceptance of the revised Standards.

## **21. GOVERNING LAW**

These Community Standards shall be governed by the laws of the State of Florida.

## **22. CONTACT INFORMATION**

HOD LLC

Website: [www.husbandondemand.com](http://www.husbandondemand.com)

Support: [support@husbandondemand.com](mailto:support@husbandondemand.com)

Legal: [legal@husbandondemand.com](mailto:legal@husbandondemand.com)

Privacy: [privacy@husbandondemand.com](mailto:privacy@husbandondemand.com)

## **COMMUNITY PLEDGE**

By using the Husband On Demand Platform, I agree to:

Treat others with respect.

Act honestly and professionally.

Help maintain a safe marketplace.

Communicate respectfully.

Follow all Platform policies.

Report unsafe or fraudulent activity.

Respect the homes, businesses, and property of others.