

CUSTOMER AGREEMENT

Effective Date: August 15, 2026

This Customer Agreement ("Agreement") is entered into between HOD LLC ("Company," "we," "our"), operator of the Husband On Demand platform ("Platform"), and the individual or entity using the Platform ("Customer," "you").

By creating an account, requesting services, or using the Platform, you agree to be legally bound by this Agreement.

ARTICLE 1

PURPOSE

Husband On Demand is an online marketplace that connects Customers with independent service providers ("Service Providers" or "Husbands").

The Company facilitates introductions, scheduling, communication, and payment processing.

The Company is not the provider of the services requested by Customers.

ARTICLE 2

ELIGIBILITY

You represent that:

You are at least 18 years old.

You have legal authority to enter into contracts.

All information you provide is accurate.

You will update your account information when necessary.

ARTICLE 3

CUSTOMER ACCOUNT

You are responsible for:

Maintaining the confidentiality of your login credentials.

All activity under your account.

Immediately notifying the Company of unauthorized access.

The Company may suspend or terminate your account for violations of this Agreement.

ARTICLE 4

REQUESTING SERVICES

Customers may request services including, but not limited to:

Furniture Assembly

TV Mounting

Painting

Drywall Repair

Landscaping

Pressure Washing

Home Maintenance

Moving Assistance

Handyman Services

The Company does not guarantee that a Service Provider will accept every request.

ARTICLE 5

ESTIMATES

Service Providers may provide:

Fixed-price estimates

Hourly estimates

On-site estimates

All estimates are provided by independent Service Providers, not by the Company.

Final pricing may vary based on actual work performed and conditions encountered.

ARTICLE 6

BOOKINGS

A booking is confirmed only after:

A Service Provider accepts the request.

Payment authorization is completed (if required).

Confirmation is issued through the Platform.

ARTICLE 7

CUSTOMER RESPONSIBILITIES

The Customer agrees to:

Provide accurate information.

Provide safe access to the property.

Ensure utilities are available when necessary.

Secure pets.

Disclose hazardous conditions.

Remove valuable personal property when appropriate.

Treat Service Providers respectfully.

ARTICLE 8

PROPERTY CONDITIONS

The Customer represents that the work area is reasonably safe.

The Customer shall disclose known hazards including:

Mold

Asbestos

Lead paint

Structural instability

Dangerous animals

Hazardous chemicals

Electrical hazards

Service Providers may refuse service if conditions are unsafe.

ARTICLE 9

LICENSED SERVICES

Some services may legally require licensed professionals.

Customers acknowledge that:

It is their responsibility to confirm licensing requirements where applicable.

The Company does not independently guarantee licensing unless specifically stated.

ARTICLE 10

PAYMENTS

Payments are processed securely through Stripe Connect.

The Platform may collect:

Service fees

Platform fees

Applicable taxes

Processing fees

The Customer authorizes the Company to charge the selected payment method for all approved charges.

ARTICLE 11

CANCELLATIONS

Customers may cancel appointments according to the Company's Cancellation Policy.

Late cancellations may result in cancellation fees.

Repeated cancellations may result in account restrictions.

ARTICLE 12

REFUNDS

Refunds are governed by the Company's Refund Policy.

Refund requests will be reviewed individually.

The Company reserves the right to investigate disputes before issuing refunds.

ARTICLE 13

CUSTOMER COMMUNICATION

Customers agree to communicate respectfully.

The following conduct is prohibited:

Harassment

Threats

Discrimination

Abusive language

Sexual harassment

Fraud

Violation may result in immediate account suspension.

ARTICLE 14

PHOTOGRAPHS

Service Providers may upload photographs before, during, and after completion of services.

Photographs may be used for:

Service documentation

Dispute resolution

Quality control

Insurance claims

Training

Marketing (only with additional consent where required by law)

ARTICLE 15

RATINGS AND REVIEWS

Customers may rate Service Providers.

Reviews must be truthful.

The Company may remove reviews that are:

False

Fraudulent

Defamatory

Harassing

Spam

Illegal

ARTICLE 16

NO EMPLOYMENT RELATIONSHIP

Customers acknowledge that Service Providers are independent contractors.

The Company does not supervise the methods or manner in which services are performed.

ARTICLE 17

DISCLAIMERS

The Company does not warrant:

That any Service Provider will meet Customer expectations.

That services will be uninterrupted.

That every requested service will be available.

That every Service Provider possesses particular skills beyond those represented in their profile.

ARTICLE 18

LIMITATION OF LIABILITY

To the fullest extent permitted by law, HOD LLC shall not be liable for:

Indirect damages.

Consequential damages.

Loss of profits.

Loss of business.

Property damage caused by independent Service Providers.

Personal injuries caused by independent Service Providers, except where required by law or arising from the Company's own negligence.

The Company's maximum liability shall not exceed the greater of:

USD \$100, or

The platform fees paid by the Customer during the preceding twelve (12) months.

ARTICLE 19

CUSTOMER RELEASE

To the fullest extent permitted by law, the Customer releases HOD LLC from claims arising solely from the acts or omissions of independent Service Providers, except where liability cannot legally be excluded.

Nothing in this Agreement limits rights that cannot be waived under applicable law.

ARTICLE 20

INDEMNIFICATION

The Customer agrees to defend, indemnify, and hold harmless HOD LLC from claims arising from:

Violation of this Agreement.

Misrepresentation.

Unsafe property conditions.

Violation of applicable laws.

Negligence.

Intentional misconduct.

ARTICLE 21

FORCE MAJEURE

The Company shall not be liable for delays caused by:

Hurricanes

Floods

Fire

Power outages

Internet failures

Government actions

Pandemics

Labor disputes

Acts of God

ARTICLE 22

DISPUTE RESOLUTION

The Parties agree to first attempt to resolve disputes through good-faith negotiations.

If unresolved, disputes shall be resolved by binding arbitration administered by the American Arbitration Association (AAA), unless prohibited by applicable law.

Venue shall be Sarasota County, Florida.

ARTICLE 23

CLASS ACTION WAIVER

To the fullest extent permitted by law, all disputes shall be resolved on an individual basis.

Customers waive participation in any class action, collective action, or representative proceeding unless such waiver is unenforceable under applicable law.

ARTICLE 24

GOVERNING LAW

This Agreement shall be governed exclusively by the laws of the State of Florida.

ARTICLE 25

ELECTRONIC SIGNATURES

Customers agree that electronic acceptance of this Agreement constitutes a legally binding electronic signature under the U.S. E-SIGN Act and applicable Florida law.

ARTICLE 26

MODIFICATIONS

The Company may modify this Agreement at any time.

Material changes will be posted on the Platform with a revised Effective Date.

Continued use of the Platform after changes become effective constitutes acceptance of the updated Agreement.

ARTICLE 27

SEVERABILITY

If any provision of this Agreement is determined to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

ARTICLE 28

ENTIRE AGREEMENT

This Agreement, together with the Privacy Policy, Terms of Service, Refund Policy, Cancellation Policy, and other policies incorporated by reference, constitutes the complete agreement between the Customer and HOD LLC regarding use of the Platform.

CONTACT INFORMATION

HOD LLC

Website: www.husbandondemand.com

Support: support@husbandondemand.com

Legal: legal@husbandondemand.com

Privacy: privacy@husbandondemand.com