

COMMUNITY STANDARDS

Husband On Demand LLC

Effective Date: _____

Last Updated: _____

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

Husband On Demand 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

Husband On Demand LLC

Website:

www.husbandondemand.com

Support:

support@husbandondemand.com

Legal:

legal@husbandondemand.com

Privacy:

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.