

GENERAL



1 What can you rent or rent out?



You have the freedom to rent or rent out almost anything. We offer a broad list of categories from sporting goods, tools & equipment, auto rentals, camping, fitness, household, events, motorsports, weddings, events, clothing, electronics, etc.

2 How are you protected?



Howly is an open rental marketplace that connects customers with owners. Although we do not physically deal in any of the exchanges, we do use security clearances such as Berbox ID verification to ensure the protection of both parties. Also, we use a deposit system so if there is damage to your item you can dispute it and get it fixed.

3 What are the fees included in Howly?



As the renter we charge a 10% processing fee, 3% to Stripe for the transaction cost, as well as any applicable taxes. For people renting out their items, it is completely free.

4 What happens if someone changes their mind after a request?



Being that Howly is an open platform, we want the owners to have peace of mind when agreeing to a booking with some leniency on both ends. If the booking is cancelled within 48 hours of pickup, we charge a 30% fee to the renter that goes to the owner for their inconvenience. This is to ensure people follow through with bookings instead of cancelling last minute.

5 What happens if I want more time on a rental?



We know that sometimes you may want more time or sometimes you cannot return an item on time. We offer a Request More Time option in the **My Rentals** section.

6 How do I leave a review?



After the rental contract is completed, you will be prompted to write a review for either the owner, renter, or item. If for any reason someone writes an offensive review, please contact us at support@howlyinc.com. Please submit the user's name and a screenshot of the review and we will remove it.

What happens if I find a bug in your app or website?

If you are experiencing tech issues with our app or website, please contact us through our Support Chat saying BUG, we will reach out to you as soon as possible. We apologize in advance as your user experience is our number one priority and we will try and have our developers have it corrected immediately.

How long do refunds take to transfer back into my account?

Stripe takes **5-10 business days** to process a refund.