

# OWNER



## What is an owner?

An owner is defined as someone who has legal or rightful title to something. We pride ourselves as a platform that works as a community, so our definition of an owner is an individual who is respectful, courteous, and punctual to all members and their items on Howly.

## 1 Is my banking information safe?



Yes, we are partnered with Stripe, who stores all your information in their system. Stripe is a world leader when it comes to online transactions, you can feel at ease with their award-winning cyber security and famous customer service. See attached link below for more information.  
<https://stripe.com/docs/security>

## 2 Want to become a verified user?



To become a verified user, please email a picture of one of the following to [verify@howlyinc.com](mailto:verify@howlyinc.com).

- **Piece of mail with full legal name and address.**
- **Government ID.**

## 3 How do payment and deposits work?



We set our payments system up to be secure, fast, and easy for everyone to use. As the owner, you are required to set up banking auto deposits through Stripe. When someone books your item, the money is held until the time of rental. Once the renter receives the item they will go into the app and click **Confirm Pick Up**, this will initiate the contract as active, and the money will be deposited in your account within 48 hours. If your item requires a deposit the money is held from the renter until you go into the app under **My Store** and click **Confirm Drop-Off**, this will prompt our system to return the deposit back to the renter. If you dispute the contract for any reason this will trigger our system to hold the money and initiate our Dispute Resolution Team to start the investigation. The money will be held until the investigation is complete. Once we have reached an agreement, the money will be transferred accordingly between both parties. Depending on the severity of the dispute this process may take up to 30 business days.

## 4 What are the fees included in Howly?



For the owner we are completely FREE yes you heard that right FREE. I bet you are wondering how we make our money, and it is simple. For all rental contracts we charge an additional 10% to the renter and Stripe charges a processing fee of 3% plus any applicable tax.



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## 5 What happens when I cancel my order?



As the owner you can cancel the rental contract at any time with no penalties. If you are reported for multiple short notice cancellations, your account will be suspended and for repeat offenders you will be removed from our platform.

## 6 Do I have to pay taxes on my profits from Howly?



Passive income is income that is derived from the ownership of capital property or assets that generate income without excessive effort on the part of the stakeholder. Most of the time, passive income is considered taxable income in Canada. Sources of income where you actively must work is considered "active business income."

## 7 Does Howly offer insurance?



**Unfortunately, we do not offer insurance.** We plan to offer insurance in the near future. As of right now we use a deposit system for owners to give them a safety net when renting out their items.

## 8 Who is responsible for verifying renter's licenses?



The answer is You. As we operate as a mediatory platform to bring owners and renters together, it is still your responsibility to ensure that the person has the correct legal documents that allows them to operate the specific vehicle, equipment, or watercraft. Howly does not take any legal responsibility for owners negligence when it comes to verifying someone's license.

## 9 What happens if someone steals my item?



If for any reason your item gets stolen, misplaced or the renter does not come back you are to go into the app under **My Store** and click **Dispute**. Fill out our dispute form with as much information as you can. After you submit your dispute, you will be required to go to the local police station and fill out a statement. Once completed please submit your police statement to [support@howlyinc.com](mailto:support@howlyinc.com). Please be patient and our Dispute Resolution Team will contact you. If you need to talk to us immediately, please go into the app and use our **Support Chat** and we will gladly assist you.

