



# Frequently Asked Questions

## General information for users

### How do I order a drink for a friend?

Ordering drinks for your friends at participating HADOM bars is easy.

1. When a HADOM user walks into a bar, they'll get a notification on their phone if it's a HADOM partner bar.
2. They can use the HADOM app to notify friends who also have the app that they're at the bar.
3. When you receive the notification, you can offer to buy your friend a drink.
4. You'll get notified on your app if your friend accepts and what they're drinking.
5. Confirm your desired payment method and select "Place your order"
6. We'll send your order to the bar and you'll receive an email confirming your order.

### How do I find a participating HADOM bar?

We'll show you participating bars near you, but you can also search for your favorite bars by name or location to see if they are a HADOM partner.

### How do I get started?

Download the HADOM app on the App Store (iOS) or Google Play (Android) and simply follow the prompts.

## Billing, payments & refunds

### Can I get a refund if my friend decides they don't want the drink after they've accepted my offer?

Once your friend has accepted your drink offer and you have paid for it, the order cannot be reversed. All orders are final. They cannot be redeemed at a later date. Depending on the bar's policy, the offer may be transferable to another bar patron.

### How do I add or update my payment method?

1. Tap the "More" icon at the bottom of the screen.
2. Tap "Settings".
3. Select "Payment methods".
4. Tap the plus (+) icon in the top right of the screen.



5. In the "Add a new card" screen, follow the prompts for adding a new Credit card or linking a PayPal or Venmo account.
6. Need to update or remove a saved credit card? You'll need to delete the current card and add it again, just like you would a brand new card. Swipe left on the credit card entry to delete the card.

### **How does the payment process work?**

HADOM handles the transactions. You can save your billing information in our app—so it's easier for you to order drinks for your friends again and again. We send you the order total for you to approve before it is processed.

### **Do you charge a service fee?**

Yes. We have to make money somehow! HADOM charges a standard service fee of 15% of the drink price plus 50 cents to cover the processing charge. You have the option of placing a ceiling limit on the price of the drink as well as including a tip. You can always change this limit in Settings.

### **Can a bar refuse or modify my order?**

Yes. Bartenders can "decline" a drink order from you for any reason at their discretion, even if your friend has accepted it. If your order is declined, your account will not be charged.

### **Why am I getting a credit card error?**

If you're receiving a credit card error at checkout, make sure that you've entered your information (including your billing ZIP Code) exactly as your bank has it on file. You can update it under Payment methods in Settings.

Please contact your financial institutional if you have questions or need help with your credit card. They are in the best position to provide insight into why your payment method isn't working.