



Boom's Delivery Guarantee

Boom's payment service provides a Delivery Guarantee. Boom will reimburse late fees incurred by you, up to \$200.00, that arise as a result of our failure to deliver your payment in a timely manner ("Late Fee Reimbursement"). Our Delivery Guarantee also allows you to direct Boom to send an additional payment as fast as reasonably possible in the desired method to remedy the situation as well.

To be eligible for the Late Fee Reimbursement under our Delivery Guarantee you must meet all the following requirements:

- Have successfully scheduled a Rent Payment via the Platform with a Scheduled Date more than 5 business days before the due date stated on Lease or residency agreement.
- Not have any rejected payments by the Boom Fraud Review team.
- Have correctly entered payment details including but not limited to: Your address and if applicable, unit number, your rent amount in full, your Landlord's name, your Landlord's address and / or banking details and if applicable, unit number.
- Maintain sufficient funds in your Linked Account to pay your rent amount in full from the time of your Scheduled Date through when your Landlord deposits your check or clears the payment.

To file a Late Fee Reimbursement claim, send an email to hello@boompay.app within 30 days of your due date, including:

- An executed copy of your Lease or rental agreement.
- A copy of an official notice letter from your Landlord, showing that a late fee has been assessed and the amount.
- Your Landlord's business phone number, business address and email address.

We will conduct a review as swiftly as commercially reasonable. Upon conclusion of our review, if our requirements are met, we'll reimburse the amount stated in your lease, up to \$200.00 to your Landlord.

Please note, Boom will not be liable nor will reimburse any late fees or any other penalties charged to you that result from: your lack of sufficient funds in your Linked Account, any errors made by you entering insufficient payment details, or fees charged to you by your Landlord not explicitly stated in your Lease or agreement. We reserve the right to, in our sole discretion, deny subsequent Late Fee Reimbursement claims if, in good faith we believe you, or your Landlord are attempting to defraud Boom.

If all requirements are met, we will contact your Landlord to confirm non-receipt of your payment. If we need to remedy the payment due to failed delivery of payment on the part of Boom, Boom will provide instruction upon your alerting us with the proper Landlord information.

Questions or Concerns?

Any questions, complaints or claims with respect to the Service should be directed to:

Email: hello@boompay.app

Call or Text: +1 415 940 7235