Terms of Service

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Agreement and scope

These Terms of Service apply to landlords, renters, and authorized staff using Leasevora. Provisions concerning rental management, rent collection, and payouts apply to landlords using those services; payment and autopay provisions apply to the person authorizing a payment. Staff may act only within permissions assigned to them.

KJD GROUP LLC operates Leasevora. The platform is software, not a law firm, attorney, broker, or property manager.

Templates, sample clauses, disclosures, reminders, and generated document content are provided for drafting convenience only. The landlord or operator is responsible for verifying accuracy, legality, enforceability, disclosures, filing requirements, and local compliance before using any document.

1. Platform role

KJD GROUP LLC provides software for leasing, messaging, maintenance, records, and account access.

KJD GROUP LLC is not a party to a lease, notice, payment dispute, maintenance dispute, eviction, screening decision, or property transaction between users.

2. Document responsibility

Landlords must review every lease, addendum, disclosure, notice, and generated document before sending or relying on it.

This includes state, county, city, building-type, lead-paint, notice, deposit, registration, and filing requirements, plus any local counsel review needed for the property.

3. No legal advice or warranty

KJD GROUP LLC does not give legal advice and does not guarantee that templates, generated text, reminders, or compliance prompts are complete, current, enforceable, or suitable for any particular property or jurisdiction.

Use of the platform does not create an attorney-client, brokerage, property-management, or general fiduciary relationship with KJD GROUP LLC. Any separately accepted payment-processing authorization is limited to the payment services described in that authorization.

4. Account and data accuracy

Users are responsible for keeping account, contact, property, lease, and resident information accurate.

You are also responsible for account security, password confidentiality, and activity performed through your login.

5. Electronic records and signatures

Your consent on a signing page applies only to the agreement shown there and its signature record. It does not require you to receive every future record electronically.

Before consenting, you can review, download, print, and save the exact PDF at no LeaseVora fee. You may instead request a paper process or paper copy from the landlord. LeaseVora does not charge for that request, although the landlord must disclose any lawful consequence or third-party cost that applies.

You may decline or withdraw electronic consent before signing by leaving the signing page and contacting the landlord. Update the email used for electronic delivery through account settings or the help center. Withdrawing electronic consent does not cancel obligations already created or records already signed.

Electronic access requires an internet connection, a current browser capable of displaying PDF files, and a way to save or print them. Displaying the agreement PDF and consenting through the authenticated signing page demonstrates access to the electronic format used

for that agreement.

An electronic signature is attributed to the authenticated signer and attached to a version-locked agreement. Signed records, consent evidence, timestamps, delivery history, and document-integrity information may be retained as part of the platform audit trail.

LeaseVora does not replace any delivery, notice, witnessing, notarization, or record-format requirement that applicable law requires to be completed by another method.

6. Payments, fees, and payouts

Current payment pricing is explained on the Fees & payouts page. An offered landlord-side service fee is deducted only after the landlord accepts the disclosed account rate. It does not reduce the renter's credit for the rent principal. A LeaseVora waiver does not waive Stripe costs.

Landlord deposits and withdrawals

Payout access also requires the applicable Stripe Connected Account Agreement and verification through Stripe. LeaseVora's terms do not replace Stripe's agreement.

Where payouts are enabled, add a bank account or an eligible debit card through the secure form in Money > Payouts. Stripe collects and verifies the required identity and payout details. Credit cards, PayPal, and Cash App handles are not supported payout destinations.

New connected accounts start with monthly automatic deposits on the 1st. You may change the timing to supported daily, weekly, monthly, or manual options in the secure payout controls. Stripe determines available dates, settlement delays, eligibility, minimums, and holding limits. A schedule is not a promise that processing funds will arrive on that date.

Manual withdrawals use only the connected account's available balance, not rent still owed, pending payments, or the total shown in the rental ledger. A withdrawal is a transfer of collected funds, not new rental income or another renter charge. Standard withdrawals are supported; Instant Payouts are not enabled by LeaseVora.

Withdrawal and automatic-deposit controls are available in one location in Money > Payouts. A manually entered withdrawal must be a positive amount in the account's supported currency, with no more than two decimal places for USD, and cannot exceed the available funds or applicable provider limits. Blank, zero, negative, malformed, or excessive amounts cannot create a withdrawal. A partial withdrawal leaves the remaining funds in the payment account, subject to later payments, refunds, costs, disputes, and the selected deposit schedule.

Standard bank transfers usually take one to four business days after submission. Settlement of a renter's payment is a separate step; first payouts, verification, reviews, and bank holidays may extend timing. Automatic schedules can use supported daily, weekly, monthly, multiple-day, or manual options. The available provider controls determine supported amounts, dates, minimum balances, and limits; LeaseVora does not promise an unsupported fixed-amount recurring withdrawal.

Processor withdrawal and active-account costs are shown as estimates on the Fees & payouts page. Confirmed costs are recorded separately and are not an additional LeaseVora withdrawal markup. Changing bank details does not redirect a deposit already sent. A rejected deposit may take up to five additional business days to return; funds sent using incorrect details to another valid account may not be recoverable.

LeaseVora's accepted service fee is normally 0.5% of the payment principal and may be changed or waived for an account as disclosed before acceptance. Stripe processing and verified account/payout costs remain separate. Costs already recovered through the renter's disclosed fee are not recovered again. Existing accepted pricing is not changed merely by viewing these terms.

A platform-owned rental may keep its existing payment destination while a separate landlord account is prepared. Switching requires owner authorization, verified bank/debit details, accepted pricing, and a pause in new collections while active payments finish. Only future collections change destination; existing payments, balances, and settled funds are not moved or rewritten by the switch.

When online payments are enabled, KJD GROUP LLC provides the checkout technology and Stripe processes and tokenizes payment credentials. KJD GROUP LLC does not store full card numbers or bank-account credentials.

Before authorization, checkout identifies the rent principal, selected payment method, any separately disclosed LeaseVora service fee or Stripe processing-cost reimbursement, and the total. The principal is assigned to the landlord's designated Stripe payment destination. For a platform-owned rental, that destination may be KJD GROUP LLC's Stripe balance instead of a separate connected payout account.

A LeaseVora service fee is paid to KJD GROUP LLC for optional online payment access and is separate from rent. A cost-only card service fee is calculated to offset Stripe's estimated card processing charge without a LeaseVora markup. A Stripe processing-cost reimbursement offsets a separately disclosed bank transaction cost and is not treated as LeaseVora revenue. Any fee may be waived or disabled for a designated property, but that does not remove Stripe's return, dispute, or payout costs.

Stripe may delay, hold, return, reverse, or reject payments and payouts for verification, insufficient funds, refunds, disputes, risk review, legal process, or negative balances. A processing or submitted status is not final payment.

7. Payment methods and added amounts

When an online-payment amount applies, its exact dollar amount and total are shown before each authorization. Bank debit may take several business days and can later be returned. Supported credit, debit, and prepaid cards remain available through the same Stripe card checkout.

A processing-cost-only rental adds no LeaseVora markup. Bank or card checkout may include a separately disclosed payment service fee or processing-cost reimbursement. These amounts are separate from rent and must comply with applicable law and payment-network requirements. The displayed checkout total controls the amount the payer authorizes.

Landlords must provide any fee-free or alternative payment method required by a lease or applicable law. No online service fee changes rent owed under the lease.

8. Payment authorization and autopay

A renter reviews and authorizes each one-time total before Stripe confirms the payment. A saved card or bank account can be used without enabling autopay. Autopay requires a separate authorization that identifies the saved method, recurring principal, any applicable service fee or processor-cost reimbursement, maximum total, schedule, and advance-notice period.

Autopay covers only the bills and account scope selected in the authorization. New bill plans include rent and pet rent by default; other billed charges are included only when the renter explicitly selects that option. Payments run on scheduled rent dates, exclude future bills, and cannot exceed the authorized limit plus disclosed fees. A household plan can pay the shared bill rather than only the payer's assigned portion. Earlier authorizations retain their original restrictions. A changed authorization limit, fee policy, or saved payment method requires new consent.

Revoking autopay stops future automated attempts that have not been initiated; it does not cancel rent or other amounts owed under the lease.

9. Refunds, returns, and disputes

Refunds, returned renter payments, card disputes, and chargebacks may reopen a renter balance after a payment was previously recorded. Ledger records may be adjusted to reflect the processor's final outcome. A failed or returned landlord payout does not, by itself, reverse a completed renter payment or create new rent owed by the renter.

A refund, return, dispute, or negative processor balance may reverse a related landlord transfer, reduce a future payout, or temporarily pause online payments while the transaction is reviewed.

Landlords must not treat a submitted payment as final until the platform marks it completed. Users must promptly report an incorrect amount, duplicate payment, unauthorized transaction, or payout problem.

Except for facilitating Stripe checkout and maintaining platform records, KJD GROUP LLC does not provide banking, escrow, lending, or payment guarantees. Stripe and participating financial institutions control payment processing, settlement, returns, and payout timing.

10. Electronic communications

Users consent to receive account security, agreement, signature, rent, payment, maintenance, and service communications electronically. Delivery logs may record the recipient, subject, notification type, attempts, transport acceptance, failures, and an encrypted rendered copy available only to authorized platform staff for support and audit purposes.

Email acceptance by a transport does not guarantee inbox placement. Users are responsible for maintaining a current email address and reviewing their portal for legally or financially important records.

Transactional and relationship messages remain available where needed to operate an account or complete a requested service. Marketing messages, if offered, are kept separate and include the choices required by applicable law.

11. Acceptable use

You may not use the platform to spam, harass, impersonate others, upload unlawful content, interfere with service, or send documents or notices you are not authorized to issue.

KJD GROUP LLC may limit, suspend, or remove access for abuse, fraud, security issues, or legal risk.

12. Subscriptions and platform charges

Paid platform plans are billed through Stripe at the price and interval shown before purchase. Unless the checkout states otherwise, a recurring plan renews until canceled through the available billing controls.

Cancellation stops future renewals but does not reverse charges already incurred or remove records created while the plan was active. Refunds are provided only when stated at checkout or required by law. Pricing or plan features may change prospectively after reasonable notice.

13. User records and platform license

Users retain responsibility for property, renter, document, and other content they submit. You grant KJD GROUP LLC the limited permission needed to host, process, reproduce, deliver, secure, and back up that content to operate the requested service.

Subject to these terms, KJD GROUP LLC grants the user a limited, revocable, non-transferable right to use the platform. The software, branding, interface, and platform-created materials remain protected by applicable intellectual-property law.

14. Fair housing and lawful decisions

Landlords and other housing providers are solely responsible for fair-housing, anti-discrimination, screening, accommodation, accessibility, licensing, and consumer-reporting compliance.

The platform must not be used to make or implement an unlawful housing decision, retaliate against a renter, or avoid a required notice or process.

15. Applications and consumer reports

Renters may save a reusable self-reported application and choose when to submit it to a property. Renters must keep that information accurate and may be required to refresh it after the displayed expiration date.

Paid screening requires separate authorization and payment. A screening report is shared only with the renter and a housing provider connected to an authorized property application, subject to provider and legal restrictions.

Housing providers are responsible for lawful criteria, consistent review, permissible purpose, required disclosures, and any adverse-action notice. KJD GROUP LLC does not approve, deny, rank, or guarantee an applicant.

16. Third-party services and availability

Stripe, Google, email providers, hosting providers, and other integrations operate under their own terms and may be unavailable, delayed, restricted, or changed independently of KJD GROUP LLC.

The platform may be interrupted for maintenance, security, provider outages, or events outside reasonable control. Users should retain downloaded copies of executed agreements and other records they are legally required to preserve.

17. Suspension and termination

Users may stop using the service at any time, subject to outstanding charges and record-retention requirements. KJD GROUP LLC may suspend or terminate access for nonpayment, fraud, abuse, security risk, unlawful use, or material breach of these terms.

Termination does not erase rights, payment obligations, signed agreements, audit history, or provisions that by their nature must survive.

18. Disclaimer and limitation of liability

The platform is provided on an "as available" basis to the extent permitted by law. KJD GROUP LLC does not warrant uninterrupted service, inbox delivery, payment completion, legal sufficiency, or a particular rental outcome.

To the maximum extent permitted by law, KJD GROUP LLC is not liable for losses arising from inaccurate documents, missed disclosures, local compliance failures, landlord or resident conduct, property disputes, payment disputes, maintenance outcomes, or reliance on platform-generated content.

Where liability cannot be excluded by law, it is limited to the amount paid for the service giving rise to the claim during the prior twelve months.

19. Responsibility for claims

To the extent permitted by law, a user is responsible for claims, losses, and reasonable costs caused by that user's content, unlawful conduct, property management decisions, violation of another person's rights, or material breach of these terms.

This section does not require a consumer to waive a right or protection that cannot lawfully be waived.

20. Changes, severability, and complete terms

Material changes will be posted with a revised version date and, when appropriate, communicated through the account or email. Continued use after the effective date constitutes acceptance where permitted by law.

If one provision is unenforceable, the remaining provisions continue to apply. A failure to enforce a provision is not a waiver. These terms, the Privacy Policy, checkout disclosures, and any feature-specific authorization form the agreement for use of the platform.

21. Lease and resident rights remain separate

These platform terms govern use of Leasevora. They do not replace a lease, change who owns or manages a property, waive a resident protection, authorize self-help possession, or create a landlord remedy that the lease or applicable law does not allow.

Applicable federal, state, and local law controls whenever it provides a right or requirement that cannot be waived. Disputes about a rental relationship remain between the parties to that relationship unless the law requires otherwise.

22. Contact

Questions about these terms or platform access can be sent through the help center.

hello@leasevora.com