$250 Build Reservation Terms & Conditions

Last Updated: September 2026

These Terms & Conditions explain how our $250 Build Reservation works. We've kept this document in simple, plain English so everything is clear and transparent.

1. Simple & Non-Binding

This reservation is **100% non-binding** for both you (the customer) and us (the builder).

- **Your Flexibility:** You are under no legal obligation to purchase a tiny house by paying this $250 reservation fee.
- **Our Flexibility:** If manufacturing conditions or costs change to a point where we are unable to build the home for the reserved price ($127,660), we reserve the right to cancel your reservation and fully refund your $250.
- **Final Agreement:** A binding agreement only exists once both parties review, agree to, and sign a formal **Master Construction Contract**.

2. Price Lock & Deposit Credit

- **Price Lock:** Your $250 reservation holds today's standard build price of **$127,660**.
- **Direct Credit:** When you decide to move forward and sign a construction contract, your entire $250 payment will be credited directly toward your initial build deposit.
- **Price Lock Duration:** Your reserved price is locked for **12 months** from the date of payment. If you choose not to start a build within 12 months, you can either request a full refund or update your reservation to current pricing.

3. How the Queue Works

We want our queue system to be as fair and flexible as possible:

- **First-In, First-Option:** Reservations are logged chronologically. When a production slot opens up, we offer it to the next person in line.
- **Skip Without Losing Your Place:** If your turn comes up and you aren't ready to start construction, you can pass on that build slot. You will retain your position near the top of the queue for the next available slot.
- **Builder's Discretion:** While we do everything possible to maintain a fair, first-come-first-served order, queue management and scheduling remain at our ultimate discretion. There is no legal obligation governing exact queue sequence.

4. How to Get a Refund

If your plans change or you decide not to build, getting your money back is easy and hassle-free:

1. **Email Request:** Send an email requesting a refund to **sales@hovan.com.au**.
2. **Email Verification:** The request **must** come from the same email address used when placing the original $250 reservation.
3. **Processing Time:** Once received, your full $250 refund will be processed back to your original payment method within **10 business days**.

5. Non-Transferable

Your reservation spot and locked price are specific to you, but we are open to you selling or gifting to another person. We just reserve the right to be part of the process, and you need our written approval.