House Hold

Pricing, Terms of Service and Refund Policy

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Pricing

Household	Monthly	Annually
Primary household	R149.99	R1,499.99
Each additional household	R37.49	R374.99

Availability

The House Hold beta is free. It requires no payment details and does not automatically convert into a paid subscription. Paid billing is not yet open. The listed prices describe the planned paid service after the beta. Multiple households are available during the free beta; paid additional-household billing and custom permissions are not yet available.

Household coverage

The owner pays for the primary household and any additional households they own. Each household includes its invited members, with no separate per-member charge. The planned paid plans include unlimited members per household. Only the owner manages billing; joining an existing household does not create a separate charge for the invited member.

Additional households

One profile can own or join multiple separate households. Once paid billing launches, each additional household owned under an eligible primary plan will use the additional-household price shown above. These are fixed prices, not a percentage calculation. Eligibility and any effect of cancelling the primary plan will be disclosed before an additional household can be purchased.

Payment and renewal

One combined bill

The primary household and its paid additional households share one billing interval and renewal date. The owner receives one combined recurring charge, with each household itemised on the invoice. For example, a monthly primary household plus two additional households totals R224.97 per month (R149.99 + R37.49 + R37.49). Monthly and annual plans are not mixed within the same combined bill.

Adding a household partway through a month

When an owner on a monthly plan adds a household between renewal dates, an initial prorated payment covers only the remaining days until the next renewal. The amount is the additional-household monthly price multiplied by the remaining billable days in the current cycle, divided by the total days in that cycle, rounded to the nearest cent. The exact amount, coverage dates and next combined renewal total are shown before payment is authorised.

Payment before creation

After paid billing launches, the additional household is created only once House Hold verifies that its initial payment succeeded. Pending, failed or cancelled payments do not unlock creation. A verified payment can unlock only one additional household. At the next renewal, the full additional-household price is included in the owner's combined recurring charge. These payment requirements do not apply during the free beta.

Shared renewal example

If a monthly plan renews on the 1st and an additional household is added on the 16th, the owner first pays for the remaining days of that billing cycle. From the next 1st, a primary household and one additional household are charged together at R187.48 per month. The initial charge varies with the actual cycle length. Annual add-on commencement and its cancellation/refund treatment will be confirmed before annual add-ons become available to purchase.

Payment and renewal

A paid subscription starts only after the owner selects a plan and authorises payment through Paystack. The selected recurring price and billing interval are shown before payment is confirmed. Monthly plans renew monthly and annual plans renew annually until cancelled. Any eligible discount is shown before authorisation.

Terms of Service

The service

House Hold provides shared household organisation tools, including tasks, calendars, groceries and related household features.

Accounts and responsibilities

Users must provide accurate account information, keep login credentials secure, use the service lawfully and respect the privacy and information of other household members. Each adult uses their own verified account. Household owners manage membership, permissions and billing. Invited members use the subscription for their household and are not billed separately.

Acceptable use

Users must not attempt unauthorised access, interfere with the service or another household, upload malware or harmful material, or use the service for unlawful activity.

Planned custom permissions

Owners will be able to assign controlled custom permissions separately in each household in a future update. A membership or permission in one household does not grant access to another. Custom roles will not grant developer access or transfer billing ownership. Controlled custom permissions are not yet available.

Availability and payments

House Hold may temporarily limit or pause the service for maintenance, security, legal or operational reasons. Features may change as the service develops. Payment processing is provided by Paystack and is subject to Paystack's applicable terms and policies.

Beta participation

Beta participation is free and does not create a paid subscription, guarantee continued access or guarantee a future discount. Beta participants will be informed before the beta ends and may choose whether to subscribe. The separate beta participation agreement and privacy notice explain beta participation and data handling.

Contact and rights

Contact support@householdapp.co.za for service, billing or cancellation queries. These terms do not remove any consumer, privacy, cancellation or refund rights that cannot lawfully be excluded.

Cancellation and Refunds

Additional-household payments

For monthly plans, a household added between renewals requires a prorated payment for the remaining days of the current cycle before it is created. From the next renewal, its full monthly price is included in one combined owner charge, with each household itemised on the invoice. The exact initial amount and renewal total are shown before payment. See the Pricing policy for the calculation and example. Paid billing is not yet open and the beta remains free.

Monthly subscriptions

The owner may cancel at any time. Cancellation stops future renewals. Access continues until the end of the monthly period already paid for. Unused time in that paid monthly period is not refunded, except where a refund is required by applicable law.

Annual subscriptions

The owner may cancel at any time. Confirmed cancellation ends access immediately for the whole household. The refund for the current annual period is calculated as: amount actually paid x unused days / 365.

Refund calculation

Unused days equal 365 minus completed elapsed days in the current annual period, never below zero. Elapsed days count whether or not the app was opened. At or after the paid period ends there is no unused time to refund. The calculation uses the amount actually paid, including any discount. Refunds are rounded to the nearest cent, reduced by refunds already issued for that period, and cannot exceed the amount paid.

Cancellation confirmation

Contact support@householdapp.co.za from the owner's registered email for cancellation assistance. The access end date and calculated refund must be shown before cancellation is confirmed. A refund request is not confirmation that the money has reached your account; processing status is separate and processing may take additional time. Each household's access and refund entitlement is assessed separately, even when the owner pays one combined bill.

Failed renewals

If renewal payment fails, access ends when the successfully paid period ends. There is no additional grace period.

Data deletion

Cancellation and deletion are separate choices. Request deletion through support@householdapp.co.za from your registered account email. Household deletion affects shared household information and requires confirmation from the household owner. Identity and authority may be verified before deletion, including authority over another member's information. Deleting data does not itself cancel a payment-provider subscription.

Retained records and your rights

Some records may need to be retained for legal, accounting, fraud-prevention or payment-dispute purposes. Retained records are restricted and kept only for the required period. These terms do not limit cancellation, refund or privacy rights required by applicable law.