



CONFIDENCE IT



PARTNER REFERRAL PROGRAM

Terms and Conditions 2024

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By participating in the Confidence IT Partner Referral Program, referred to as "the Program," you agree to the following terms and conditions:

1. Eligibility

- The Program is open to existing clients and non-clients of Confidence IT.
- The referrer must be a UK registered company.
- Participation is voluntary and requires compliance with these terms.
- We reserve the right to refuse any referrals.
- Current and past employees and their families are excluded.

2. Referral Process

- To qualify for referral rewards, referrers must provide Confidence IT with the necessary details of the referred business before or at the time of initial contact.
- Referrals must result in a signed contract between the referred business and Confidence IT to be considered successful.
- The contract minimum term is 12 months.
- To qualify for the program:-
 - **Support:** The referral contract value must equal or exceed £550 per month. If the support contract is below £550 per month, a one-off £50 'finders fee' will be paid upon successful contract completion.
 - **Voice:** The referral contract value must equal or exceed £100 per month. If the VoIP Phone System contract is below £100 per month, a one-off £25 'finders fee' will be paid upon successful contract completion.

3. Reward Structure

- The first, second and third successful referral will earn the referrer 5% of all qualifying contract values.
- The fourth, fifth and sixth successful referral will earn the referrer 10% of all qualifying contract values.
- The seventh successful referral and onwards will earn the referrer 15% of all qualifying contract values.
- Rewards are calculated based on the net contract value, excluding taxes and additional fees.
- Referral rewards only apply to the contract amount and will not include ad-hoc services, hardware, or site visits.

4. Payment Process

- Referral rewards will be paid monthly, starting one month after the referred business makes its first payment to Confidence IT.
- Confidence IT will calculate and confirm the total commission value to be claimed by the referral partner.
- The referral partner will be required to invoice Confidence IT for the commission earned from the referral.
- Payments will be made via bank transfer to an account specified by the referrer.
- Rewards will not be paid if the referred business does not meet its contract conditions, including withholding payment, or if it ceases trading.
- Rewards will decrease should the number of referrals drop below a threshold, including a referral dropping below the minimum contract value.

5. Multiple Referrals

- A referrer is eligible for rewards on multiple successful referrals.
- There is no limit to the number of referrals a participant can make.

6. Validity Period

- The Program is effective from 01/10/2024 and will continue until cessation or termination of the contract.
- Confidence IT reserves the right to modify or terminate the Program without prior notice.

7. Fraud and Misuse

- Confidence IT reserves the right to disqualify any referrer or referred business suspected of fraudulent activity or misuse of the Program.
- Fraudulent activity includes, but is not limited to, providing false information, self-referring, or engaging in deceptive practices.

8. Confidentiality

- All information regarding referred businesses is confidential and shall not be disclosed to third parties without the referrer's consent.

9. Changes to Terms

- Confidence IT reserves the right to amend these terms and conditions anytime.
- Participants will be notified of any changes via email or the Confidence IT website.

10. Governing Law

- The laws of England and Wales govern these terms and conditions.
- Any disputes arising from or related to the Program will be subject to the exclusive authority of the courts in England and Wales.