

Justin Bucknell Electrical Ltd – Referral Programme Terms & Conditions

The Justin Bucknell Electrical Ltd Referral Programme is currently being offered on a trial basis and applies to qualifying referrals for **Solar PV, Air Conditioning and EV Charger installations**.

1. Eligibility

The referral programme is open to existing customers who recommend Justin Bucknell Electrical Ltd to a new customer.

The referred customer must be a genuine new customer who has not already contacted us, received a quotation from us, or been introduced to us through another source.

2. How to qualify

To qualify for a referral reward:

- The person making the referral must ensure the new customer mentions their name when first contacting Justin Bucknell Electrical Ltd.
- The referred customer must place an order with Justin Bucknell Electrical Ltd.
- The installation must be completed in full.
- The customer's account must be fully paid and have no outstanding balance.
- The referral reward will only become payable once the installation has been completed and full payment has been received.

3. Referral rewards

Solar PV

- £250 for completed installations with a sale value up to £9,999
- £350 for completed installations with a sale value from £10,000 to £15,000
- £500 for completed installations with a sale value from £15,000 to £20,000
- Installations above £20,000 will be assessed individually and the referral reward confirmed by Justin Bucknell Electrical Ltd

Air Conditioning

- £100 for completed installations with a sale value from £1,500 to £2,000
- £150 for completed installations with a sale value above £2,000 and up to £3,000
- Installations above £3,000 will be assessed individually and the referral reward confirmed by Justin Bucknell Electrical Ltd

EV Chargers

- £50 for each qualifying EV charger installation completed

4. Sale value

The referral reward will be calculated using the **final value of the completed installation**, excluding any work that is subsequently cancelled, refunded or removed from the order.

Where the scope of the project changes, the referral payment will be based on the final completed and paid invoice value.

5. Payment of rewards

Referral rewards will be paid after:

- the installation has been completed;
- the customer has paid the account in full
- any applicable cancellation or cooling-off period has expired.
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Payment will be made using a method agreed with the person who made the referral.

6. Claiming Your Referral Reward

Once the referred customer's installation has been completed and paid for in full, it is the responsibility of the person who made the referral to contact **Justin Bucknell Electrical Ltd** to claim their referral reward.

Please get in touch with us and provide the name of the customer you referred so that we can verify the completed installation and arrange payment of the referral reward.

Referral rewards will not be issued automatically, so please ensure you contact us once the qualifying work has been completed.

7. Multiple referrals

A referral reward can only be paid to **one person per customer or project**.

If more than one person claims to have referred the same customer, Justin Bucknell Electrical Ltd will determine the qualifying referrer based on the information provided when the customer first contacted us.

8. Self-referrals

The programme cannot be used to claim a referral reward for your own installation.

Referral rewards cannot be applied retrospectively where the referral was not identified before the quotation or order was placed.

9. Cancellations and refunds

No referral reward will be payable where:

- the customer cancels the order;
- the installation does not proceed;
- the installation is only partially completed;
- the customer fails to make full payment
- the customer receives a full refund.

If a referral reward has already been paid and the underlying transaction is later refunded in full due to exceptional circumstances, Justin Bucknell Electrical Ltd reserves the right to recover the referral payment where appropriate.

10. Quotes and discounts

Referral payments cannot be exchanged for discounts against the referred customer's quotation unless this has been agreed by Justin Bucknell Electrical Ltd in writing.

Any discounts offered to the customer may affect the final project value used to calculate the referral reward.

11. Trial programme

This referral programme is currently running on a **trial basis**.

Justin Bucknell Electrical Ltd reserves the right to:

- amend the reward amounts;
- change these terms;
- suspend the programme
- withdraw the programme at any time.

Any qualifying referral already accepted before the programme is changed or withdrawn will be honoured under the terms in place at the time of the referral.

12. Abuse of the programme

Justin Bucknell Electrical Ltd reserves the right to refuse or cancel a referral reward where it reasonably believes there has been misuse, misleading information, fraudulent activity or an attempt to manipulate the referral programme.

13. General

Referral rewards are discretionary promotional payments and do not create any employment, agency or partnership relationship with Justin Bucknell Electrical Ltd.

The person receiving the referral payment is responsible for any personal tax obligations that may arise from receiving the reward.

Justin Bucknell Electrical Ltd reserves the right to make the final decision regarding eligibility for any referral reward.