

# Referral Program Terms & Conditions

Effective Date: 3/30/26

These Referral Program Terms & Conditions (“Terms”) govern participation in the Micro Solutions Referral Program (“Program”). By submitting a referral through our website or directly to a Micro Solutions representative, you acknowledge and agree to these Terms.

## **Program Purpose**

The Referral Program is designed to acknowledge and express appreciation to clients who introduce qualified businesses to Micro Solutions. The Program is not a commission structure or sales incentive arrangement.

## **Eligibility Requirements**

To qualify for appreciation under this Program:

- The referring individual must be an active Micro Solutions client in good standing.
- The referred organization must not have been:
  - An active opportunity in Micro Solutions’ CRM within the past 12 months.
  - Currently engaged in a sales discussion with Micro Solutions.
- A warm introduction must be made (email introduction or direct connection).
- The referred organization must meet minimum service eligibility requirements as determined by Micro Solutions.

Micro Solutions reserves sole discretion in determining referral eligibility.

## **Qualification & Vesting**

Appreciation will be extended only if:

- The referred organization signs a managed services agreement.
- The agreement remains active for a minimum of ninety (90) consecutive days.
- The account remains in good standing during that period.

The 90-day period begins on the official service start date.

If service is terminated before the 90-day vesting period concludes, no appreciation will be issued.

### **Appreciation Structure**

Appreciation is structured conservatively and based on the size and scope of the signed engagement.

The referring client may select one of the following:

- Service credit applied to their Micro Solutions account
- A prepaid gift card
- A charitable donation made in their name

Appreciation options are not stackable and may not be combined.

Micro Solutions reserves the right to modify appreciation amounts or options at any time without prior notice.

### **Annual Cap**

Total appreciation issued to a single referring client will not exceed \$5,000 in value per calendar year.

### **Employer & Policy Compliance**

Participation in this Program must comply with the referring client's employer policies, vendor policies, and any applicable ethics rules.

By participating, you confirm that accepting appreciation under this Program does not violate any contractual, employment, or regulatory obligations.

### **Tax Notice**

Referral appreciation may be considered taxable income depending on value and jurisdiction.

If appreciation exceeds applicable IRS reporting thresholds, Micro Solutions may require appropriate tax documentation prior to issuance.

Participants are solely responsible for any applicable taxes.

### **No Commission Relationship**

Participation in this Program does not create a partnership, agency relationship, employment relationship, or commission agreement between the referring party and Micro Solutions.

This Program is intended solely as an expression of appreciation.

### **Program Modifications**

Micro Solutions reserves the right to modify, suspend, or terminate this Program at any time without prior notice.

### **Limitation of Liability**

Micro Solutions shall not be liable for:

- Lost referrals
- Miscommunication between parties
- Delays in vesting
- Employer conflicts
- Tax consequences

All eligibility determinations are made at the sole discretion of Micro Solutions.