



Terms & Conditions

Referral Appreciation Program

Effective Date: 6/18/2026

These Terms & Conditions outline the rules, eligibility requirements, and payment structure for the Micro Solutions Referral Partner Program.

The purpose of this program is to recognize individuals, business partners, professional contacts, vendors, consultants, and community members who introduce Micro Solutions to organizations that may benefit from our IT support, cybersecurity, compliance, or technology consulting services.

By submitting a referral or participating in the Referral Partner Program, you agree to the terms below.

Program Overview

The Micro Solutions Referral Partner Program is designed to recognize qualified introductions that lead to new Micro Solutions client relationships.

For eligible referrals that become active Micro Solutions clients, approved referral partners may receive referral appreciation equal to 10% of collected eligible client revenue for the first 12 months of the referred client's relationship with Micro Solutions.

Referral appreciation is paid monthly and is based only on revenue actually received by Micro Solutions from the referred client.

Eligible Referral Partners

The Referral Partner Program is intended for non-client referral sources, including but not limited to:

- Business partners
- Vendors
- Consultants
- Professional contacts
- Friends
- Colleagues
- Community contacts

- Other individuals or organizations approved by Micro Solutions

Existing Micro Solutions clients may be eligible for a separate Client Referral Appreciation Program, which follows a different reward structure.

Qualified Referrals

To qualify for referral partner appreciation, the referred organization must:

- Be a new prospective client to Micro Solutions
- Not already be an active Micro Solutions client
- Not already be listed as an active opportunity in Micro Solutions' CRM or sales pipeline
- Not already be in an active sales conversation with Micro Solutions
- Meet Micro Solutions' minimum fit requirements
- Be introduced to Micro Solutions before the sales process begins
- Enter into a signed agreement with Micro Solutions
- Remain active and in good standing according to the payment eligibility rules below

Micro Solutions reserves the right to determine whether a referral is qualified.

Warm Introduction Requirement

A referral must include a reasonable introduction or connection to the referred organization.

Preferred referral methods include:

- Email introduction
- LinkedIn introduction
- Phone introduction
- Referral form submission with accurate contact information
- Another introduction method approved by Micro Solutions

Simply providing a company name without a meaningful contact, relationship, or introduction may not qualify for referral appreciation.

Referral Appreciation Amount

For approved referrals that become active Micro Solutions clients, the referral partner may receive:

10% of collected eligible client revenue for the first 12 months

Payments are calculated monthly and are based on eligible revenue actually collected by Micro Solutions from the referred client.

Referral appreciation does not apply to unpaid invoices, written-off balances, refunded amounts, credits, discounts, taxes, late fees, or revenue not received by Micro Solutions.

Eligible Revenue

Unless otherwise approved in writing by Micro Solutions, eligible revenue generally includes recurring managed services revenue collected from the referred client.

Eligible revenue may exclude:

- Hardware purchases
- Software licensing
- Microsoft 365 licensing
- Third-party vendor costs
- Pass-through expenses
- Project fees
- Installation charges
- Shipping, taxes, or administrative fees
- Cyber insurance costs
- Product resale revenue
- One-time consulting or remediation fees
- Any other non-recurring or low-margin revenue

Micro Solutions reserves the right to determine which revenue is eligible for referral appreciation.

Payment Timing

Referral appreciation payments begin only after all of the following conditions are met:

- The referred organization has signed an agreement with Micro Solutions
- The referred organization has become an active client
- The referred organization's account is in good standing
- Micro Solutions has collected eligible revenue from the referred client
- The referral partner has provided any required tax or payment documentation

After the eligibility period is met, referral appreciation may be paid monthly based on eligible revenue collected during the applicable month.

12-Month Payment Period

Referral appreciation is available for the first 12 months of the referred client's active service relationship with Micro Solutions.

The 12-month period begins on the referred client's official service start date, unless otherwise determined by Micro Solutions.

Payments do not continue beyond the first 12 months unless a separate written agreement is approved by Micro Solutions.

Client Cancellations, Nonpayment, or Service Changes

If the referred client cancels service, fails to pay, pauses service, reduces service, or is no longer in good standing, referral appreciation may be reduced, delayed, suspended, or discontinued.

If the referred client changes service levels, referral appreciation will be calculated based on eligible revenue actually collected by Micro Solutions during the applicable month.

No referral appreciation is owed for revenue that is not collected.

Duplicate Referrals

If more than one person refers the same organization, Micro Solutions will determine which referral source, if any, is eligible for referral appreciation.

Referral eligibility may be based on:

- Who made the first documented introduction
- Who had the strongest relationship with the referred organization
- Who provided the most meaningful connection
- CRM records and sales activity history
- Micro Solutions' judgment and discretion

Micro Solutions' decision regarding duplicate referrals is final.

Employer, Vendor, and Professional Compliance

Referral partners are responsible for ensuring that participation in this program complies with any applicable employer policies, vendor agreements, professional standards, industry rules, or legal requirements.

Referral partners should not participate if receiving referral appreciation would violate their employer's policies, create a conflict of interest, violate procurement rules, or otherwise create an improper arrangement.

Micro Solutions may deny or discontinue referral appreciation if participation creates a known or suspected conflict of interest.

Taxes and Required Documentation

Referral partners are responsible for any taxes associated with referral appreciation payments.

Micro Solutions may require tax documentation, including a completed IRS Form W-9 or other applicable documentation, before issuing payment.

If total annual payments meet applicable reporting thresholds, Micro Solutions may issue required tax forms, including IRS Form 1099, where applicable.

Micro Solutions may withhold payment until required documentation is received.

No Employment, Agency, or Sales Authority

Participation in the Referral Partner Program does not create an employment, contractor, agency, partnership, franchise, or sales representative relationship between the referral partner and Micro Solutions.

Referral partners are not authorized to:

- Represent themselves as employees or agents of Micro Solutions
- Make promises on behalf of Micro Solutions
- Negotiate pricing or contract terms
- Guarantee service outcomes
- Bind Micro Solutions to any agreement
- Use Micro Solutions branding without approval

All sales conversations, proposals, agreements, pricing, and service commitments are handled directly by Micro Solutions.

No Guarantee of Payment

Referral appreciation is not guaranteed by submitting a referral.

Payment depends on referral approval, client eligibility, signed agreement, active service, account standing, collected eligible revenue, and compliance with these Terms & Conditions.

Micro Solutions reserves the right to determine eligibility for any referral appreciation payment.

Confidentiality

Referral partners may receive limited information about the status of a referred opportunity. However, Micro Solutions will not disclose confidential client information, contract details, service details, or financial information without appropriate authorization.

Micro Solutions may confirm whether a referral has become eligible for referral appreciation, but may limit details shared about the referred client relationship.

Program Changes or Termination

Micro Solutions reserves the right to modify, pause, or discontinue the Referral Partner Program at any time.

Changes may include adjustments to eligibility, payment structure, revenue definitions, timing, documentation requirements, or program availability.

Any approved referral already in progress may be handled according to the terms in effect at the time of referral submission, unless otherwise required by law or determined by Micro Solutions.

Program Discretion

Micro Solutions reserves the right to interpret, apply, and enforce these Terms & Conditions at its sole discretion.

Micro Solutions may deny, reduce, delay, or cancel referral appreciation if it determines that:

- A referral does not meet program requirements
- The referral was already known to Micro Solutions
- The referral partner violated these Terms & Conditions
- Payment would create a conflict of interest
- The referred client is not in good standing
- The referral was submitted fraudulently or inaccurately
- Payment would be inappropriate for business, legal, financial, or ethical reasons

Questions about the Referral Partner Program may be directed to:

Micro Solutions

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Corning, NY 14830

855-700-9107

www.micro-solutions.net/contact-us/referral/