

## REFLOOR REFER5 PROGRAM TERMS AND CONDITIONS:

1. You MUST be a Refloor customer (previously purchased from us) to be eligible for this program. Refloor gets to decide if a person is really a new referral or not. If we already have the person's name and address in our system, for example, we can't consider them as a new referral. Obviously, the referral must be newly entered into our system as your referral prior to the first appointment. The referral must meet with us within 30 days of referral to qualify.
2. A referred person can't be considered as a new customer until they have purchased and paid for a Refloor job – with at least a \$1,400 purchase price, within a year of being referred to us. So, if they get our price, you are eligible for the \$100, but if they don't purchase and pay for at least \$1,400 worth of our products, they don't count towards your 5.
3. If two or more people refer the same new customer to us at the same time, the one who is entered into our system first will be eligible for the referral.
4. We can only accept one referral per address, otherwise it would not be fair! Also, if we believe that the referrals you send us are not really being submitted to us in good faith, we do reserve the right to disqualify the referrals. Previous orders are excluded.
5. Liability for any federal, state, and local taxes that may apply to referral fees paid to you are your responsibility. Any required tax reporting forms will be furnished to the Internal Revenue Service. Referral entries that are lost, late, illegible, or incomplete for any reason will not be eligible, and Refloor reserves the right to modify, suspend or terminate this promotion at any time, without notice, and to disqualify any entry in good faith.
6. Employees, agents, officers, and directors of Refloor, its affiliates, subsidiaries, contractors, and their immediate families (and those living in their same households) are not eligible to participate in this promotion in any way.
7. You must be a customer of Refloor or make a qualified purchase within 30 days of referring someone to qualify for the \$100 referral fee or refund. It must be perfectly clear to Refloor that a person/customer is a referral from you prior to their first appointment and not from a different lead source (i.e. TV, radio, internet, social media, etc). All referrals made through the internet must be made on the [refloor.com/refer5.com](http://refloor.com/refer5.com) web page.
8. This offer is only available on projects that were completed on or after the start of this program, 10/1/2020.
9. Refloor has the right to verify and disclose referral/referee information.
10. Refloor can choose to pay a winner their referral fee or refund by applying the money against any balance due under a retail installment contract the winner may have entered with Refloor.
11. The \$100 referral fees paid to you will be deducted from the payment of the 'entire purchase price from your last Refloor job' so the maximum total of the refund will not exceed \$5,000.
12. Other exclusions may apply, and we reserve the right to cancel this program at any time.