



Ghost IT Services Limited

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Registered Number 09935805  
Vat Number 259 002 224

**Customer Referral Program Terms & Conditions**

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## Terms & Conditions for the Ghost IT Services Ltd Referral Scheme

This referral scheme is property Ghost IT Services Ltd, company registration number 09935805.

THESE TERMS AND CONDITIONS ALSO REFER TO CUSTOMERS AS "CLIENTS".

ACCEPTANCE OF THESE TERMS AND CONDITIONS, WHEN YOU AGREE TO REFER THE GHOST IT SERVICES PRODUCTS AND SERVICES FORMS A ("THE") CONTRACT BETWEEN YOU (REFERRED TO IN OUR TERMS AND CONDITIONS EITHER AS "YOU" OR THE "MEMBER(S) OF STAFF").

BY REFERRING THE GHOST IT SERVICES LTD, IT SERVICES (OR "SUPPORT"), TO A CUSTOMER (OR "CLIENT") YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS AND CONDITIONS, AND YOU AGREE TO BE BOUND BY THESE TERMS AND CONDITIONS.

### Section 1. Eligibility

1.1 You will only be eligible for the customer referral program once you have agreed to these terms and conditions and a signed copy of these terms and conditions is presented to and counter signed by the Company Director.

1.2 Ghost IT Services Ltd recognises a customer that signs a full time, fully managed IT support contract of service for a minimum of 5 users as an acceptable referral. Any organisation that chooses to use our Ad-Hoc IT support services will not be deemed as a genuine referral and no referral reward shall be provided to the referrer in this circumstance.

1.3 Any referrals that originate from Ghost IT Services Ltd inbound digital marketing activities will be automatically rejected.

### Section 2. Liability

2.1 You are reminded that you must fully abide by English law when obtaining any referral(s). By signing this contract, you indemnify and keep indemnified Ghost IT Services Ltd Ltd. against any liability, damages or costs arising due to breach of this section 2.1.

2.2 If section 2.1 of these terms and conditions is breached by an employee of Ghost IT Services Ltd, then Ghost IT Services Ltd reserves the right to take internal disciplinary action against you if it is felt necessary.

### Section 3. Reward

3.1 You will receive £200 per referral, and we'll also donate £100 to your charity of choice once the referral signs a Fully Managed IT Support Services contract with Ghost IT Services Ltd. As the referrer, you will receive your £200 reward immediately after the client has remained an active client for one month from the date they signed their IT services agreement. Any reward will be paid directly to you via BACS transfer. We will contact your charity separately to arrange transferring their payment.

3.2 You understand that the referral reward will only be provided upon a successful retention of a contract of service for a new customer (client) after 1 month.

3.3 Ghost IT Services Ltd. reminds you that your personal tax position should be considered and when agreeing to these terms and conditions, you shall indemnify Ghost IT Services Ltd against any liability of tax payments against the total sum.

### Section 4. Term & Termination

4.1 Ghost IT Services Ltd reserves the right to terminate the customer referral scheme at any time at the discretion of the Managing Director.

4.2 Ghost IT Services reserves the right to terminate any referral reward with immediate effect if the referral in question is considered to be false, obtained unlawfully by the referrer, or at our discretion considered to be a low quality candidate.

4.3 Ghost IT Services reserves the right to terminate any referral reward if the referral has been obtained through the use of Spam Email, unsolicited email, or blog or social media discussions where the topic of Managed IT services is irrelevant or violates the site terms.

### Section 5. Entire Agreement

5.1 These Terms and Conditions shall constitute the entire agreement and understanding between the parties with respect to all matters that are referred to and shall supersede any previous agreement(s) between the parties in relation to the matters referred to in the Contract.

### Section 6. Governing Law

6.1 The Contract will be construed in accordance with and governed by the law of England and Wales and subject to section 7, each party agrees to submit to the exclusive jurisdiction of the Courts of England and Wales, unless you are a consumer in which case you may bring any action against Ghost IT Services Ltd in your local courts.



## Section 7. Disputes

7.1 Ghost IT Services Ltd and you, the referrer will negotiate in good faith and use their reasonable efforts to settle any dispute that may arise out of or relate to the school referral scheme. If any such dispute cannot be settled amicably through ordinary negotiations, the dispute shall be referred to the representatives nominated by each party who will meet in good faith in order to try and resolve the dispute.

7.2 Nothing contained in section 7 shall restrict either party's freedom to commence legal proceedings to preserve any legal right or remedy or protect any proprietary or trade secret right.

## Sign & Return

To sign up to the referral program, please email a signed copy of these Terms and Conditions to Ghost IT Services Ltd at [sales@ghostservices.co.uk](mailto:sales@ghostservices.co.uk)

The Terms and Conditions document will then be countersigned by our company Managing Director and returned to you by first class post, or via email. Upon receipt, we will contact you either by telephone or email to confirm these terms and conditions have been received and accepted.

I, THE USER, ACKNOWLEDGE THAT I HAVE READ THIS AGREEMENT, FULLY UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.

### Signature of the Referrer

Authorised Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Dated \_\_\_\_\_

### Signature of Ghost IT Services Ltd Company Director

Authorised Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Dated \_\_\_\_\_