

SYNTAX LINK

Syntax Link Limited Referral Program Terms and Conditions

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Registered in England and Wales No 12533836
All legal documents and policies are available at <https://syntaxlink.co.uk/documents>

At Syntax Link, we believe legal documents should be clear and easy to understand, but unfortunately in this day and age need to contain legal wording to protect all parties.

We value the power of word-of-mouth and want to reward individuals and companies who help us grow. This document sets out how our referral scheme works. Below we have included a summary of some points. We have tried our best to include points we feel are important for you to be aware of.

It is very important for you to read and understand the full document.

If you would like any part of this document explained in more detail, please contact us and we will be happy to guide you through it.

Client Document Summary

S1.1 You can earn a reward for introducing new clients to Syntax Link, provided they sign up and pay their first invoice (see Clause 3).

S1.2 Personal referrers can earn up to £200 per referral, with a maximum of £1000 per UK tax year. Business referrers can earn up to £3000 per referred client, with no annual cap (see Clause 5).

S1.3 Referral rewards are paid by bank transfer in GBP within 14 days of us receiving payment from the referred client (see Clause 5.4).

S1.4 You must disclose to the referred client that you may receive a reward (see Clause 10.1.1).

S1.5 Referrals involving your own employer or a company where you have financial or decision-making influence are not allowed (see Clause 8).

S1.6 All our legal documents are available at <https://syntaxlink.co.uk/documents> (see Clauses 2.4 and 15.7).

Document Version History

This Document Version History table is provided for reference only. The binding terms relating to version control, including how updates are managed and communicated, are set out in Clause 14 of this document.

Version	Date	Summary of changes
1.0	12/09/2025	Initial publication of these Referral Program Terms and Conditions

1. Interpretation

1.1 “Agreement” means these Terms together with our Sales Terms and Conditions and any other documents forming part of the contractual relationship.

1.2 “Referrer” means the person or company participating in the Referral Program. References to “Referrers” shall be construed accordingly.

1.3 “Syntax Link”, “we”, “us”, or “our” means Syntax Link Limited.

1.4 “Referral Program” means the scheme operated by us to reward referrals.

1.5 “Successful Referral” means a referral meeting the criteria set out in Clause 3.

1.6 “Reward” or “Referral Reward” means payment or commission payable by us to a Referrer for a Successful Referral, as set out in these Terms.

1.7 “Tax Year” means a period of 12 months beginning on 6 April and ending on 5 April the following year, in line with UK tax law.

2. Who Can Refer

2.1 The Referral Program is open to:

2.1.1 Existing Syntax Link UK clients;

2.1.2 Individuals or registered companies in the UK who wish to refer others.

2.2 There is no fee to participate in the Referral Program.

2.3 Participation in the Referral Program constitutes acceptance of these Terms, to the exclusion of any other terms or conditions proposed by Referrers.

2.4 We maintain a number of separate legal documents and policies, each of which applies in different circumstances. All such documents are available at <https://syntaxlink.co.uk/documents> and shall apply in addition to these Terms where relevant.

3. What Counts as a Successful Referral

3.1 A referral is considered successful when:

3.1.1 A new client is introduced to us through your direct recommendation, and they mention your details when contacting us;

3.1.2 The client signs up for our services (e.g. website hosting, email, or support);

3.1.3 The client pays their first invoice by the agreed due date (either a one-off onboarding charge or their first monthly payment);

3.1.4 Referrals must be introduced before the sales process begins or clearly attributed to your introduction.

4. Referral Rewards

4.1 You will receive a share of the first invoice for each successful referral. The amount may vary based on project size but will typically be 10%–20%.

4.2 For Referrers with a separate written agreement, ongoing commissions based on recurring monthly revenue may be negotiated in writing.

5. Payment Terms

5.1 Referral rewards are paid by bank transfer in GBP (£) to UK bank accounts only.

5.2 For business referrals: a valid invoice must be submitted. A maximum of £3000 per successful referred client will be paid on the first invoice. There is no annual cap on business referral earnings.

5.3 For personal referrals: a simple email confirmation is required, clearly stating the agreed amount and your UK bank details. Personal referrers may receive up to £200 for each successful referral, subject to a maximum total of £1,000 per UK tax year.

5.4 Payments are issued within 14 days of receiving payment from the referred client, provided the required invoice or email confirmation has been received.

5.5 Referrers are responsible for reporting and paying any taxes due on referral payments received.

6. Personal vs Business Referrers

6.1 Personal Referrers

6.1.1 You are considered a Personal Referrer if you are referring in an individual capacity.

6.1.2 You are not acting on behalf of a registered company.

6.1.3 You are not trading as a limited company, LLP, or other corporate entity.

6.1.4 Payment limits and methods are set out in Clause 5.

6.2 Business Referrers

6.2.1 You are considered a Business Referrer if you are referring through a registered UK limited company (Ltd or LLP).

6.2.2 Your company must be able to issue a valid invoice.

6.2.3 Payment limits and methods are set out in Clause 5.

7. Disputes and Clarifications

7.1 If more than one party claims a referral, We will decide in good faith who is eligible, based on communication and records. Our decision is final.

8. Conflict of Interest

8.1 You may not refer:

8.1.1 A business or organisation where you are employed, contracted, or have a financial interest;

8.1.2 Any company in which you, or a close family member, have decision-making authority related to IT or vendor selection.

8.2 Referrals in breach of this clause will be disqualified. We may request documentation to verify eligibility.

9. Limitations and Termination

9.1 Referrals must be genuine and made in good faith. Abuse, spam, or dishonesty will result in disqualification.

9.2 We may modify or terminate the Referral Program at any time, with or without notice.

9.3 If the program ends:

9.3.1 Valid referrals made before the termination date will still be honoured.

9.3.2 No ongoing monthly commissions will be paid after termination.

9.3.3 No further claims will be accepted.

9.3.4 Any ongoing negotiations for commissions will also cease unless expressly agreed in writing before the termination date.

9.3.5 We accept no liability for indirect or consequential loss arising from the program's end.

9.3.6 Our payment obligations in respect of valid referrals shall survive termination of the Referral Program.

10. Transparency & Compliance

10.1 Referrers must:

10.1.1 Disclose that they may receive a reward when recommending us.

10.1.2 Avoid making misleading claims about our services.

10.1.3 Comply with all applicable data protection and anti-spam laws when contacting others.

10.1.4 Referrers shall indemnify and hold us harmless against any claims, losses, liabilities, damages, and reasonable costs (including legal fees) arising from their non-compliance.

11. Agreement & Confirmation

11.1 By submitting a referral or requesting to participate, you confirm that:

11.1.1 You have read and agreed to these Referral Program Terms and Conditions;

11.1.2 You meet the eligibility criteria and will comply with applicable tax obligations;

11.1.3 You understand that We may request verification or documentation.

12. Making a Referral

12.1 Ask the person or business you are referring to contact us directly, ensuring they mention your full name and email address; or

12.2 Email referrals@syntaxlink.co.uk with the contact details of the person or business, along with a short message explaining who they are and that you are referring them. You must have their consent before sharing any personal information.

13. Changes to Terms

13.1 We may update these Terms to reflect legal, technical, or business changes.

13.2 For material changes, We will provide notice. Continued participation after the effective date of a change constitutes acceptance.

14. Version Control

14.1 This document is maintained under version control. Each version is given a number and date of effect, and supersedes all previous versions.

14.2 Changes to this document may be made from time to time to reflect legal, regulatory, or business requirements. Material changes will be communicated to Referrers by email.

14.3 The current version of this document, together with its version history, is recorded in the Document Version History Table set out at the beginning of this document.

15. General

15.1 These Terms are governed by the laws of England and Wales.

15.2 The courts of England and Wales have exclusive jurisdiction, including for non-contractual disputes.

15.3 If any provision is found invalid, the remaining provisions remain in force.

15.4 Failure to enforce a provision is not a waiver of rights.

15.5 These Terms govern your participation in the Referral Program and supersede any prior discussions or understandings relating to the Referral Program.

15.6 These Terms are drafted in English. If translated, the English version prevails.

15.7 All our legal documents and policies can be found at <https://syntaxlink.co.uk/documents> or on request.