



# Referral Program Terms & Conditions

## Eligibility

- a. The referred customer must be a new MC Plumbing customer.
- b. The referral must be submitted before the referred customer schedules their first appointment.
- c. The referred customer must schedule service within sixty (60) days of referral submission.
- d. The referred customer must complete the work and pay the invoice in full.

## Limitations

- a. There is no limit to the number of referrals a participant may submit.
- b. Only one reward may be issued per referred household or project.
- c. If multiple individuals refer the same customer, the reward will be awarded to the first valid referral received.
- d. Self-referrals are not eligible.
- e. Referrals involving members of the same household are not eligible.

## Employee Restrictions

Employees, subcontractors, agents, and immediate family members of MC Plumbing are not eligible to participate unless otherwise approved in writing by management.

## Reward Payment

Referral rewards will be issued within twenty-one (21) days after the referred customer's invoice has been paid in full.

Participants will receive a Mike Council Plumbing account credit that will be added to their account.

## Exclusions

The following do not qualify for referral rewards:

- a. Warranty work
- b. Canceled projects
- c. Refunded projects
- d. Unpaid or partially paid invoices
- e. Employee-generated referrals
- f. Referrals submitted after an appointment has already been scheduled

## Fraud & Abuse

Mike Council Plumbing reserves the right to deny, withhold, revoke, or recover rewards in cases involving suspected fraud, abuse, duplicate referrals, misrepresentation, or any attempt to manipulate the program.

## Program Changes

Mike Council Plumbing reserves the right to modify, suspend, or terminate the Referral Program at any time without prior notice.