



## Customer Referral Program — Terms and conditions

### Welcome to the Lightspeed Customer Referral Program.

Lightspeed's Customer Referral Program allows Lightspeed customers and brand advocates\* to earn money for each new customer they refer to Lightspeed, who signs up for a minimum 1 year contract.

\*Brand advocates are 3rd parties who have explicit consent to refer customers to Lightspeed in exchange for compensation on a per sale basis.

### How does it work?

When you refer a prospective customer, our team of point of sale experts will reach out to see if the referral is interested in, and able to, join the Lightspeed Family. This first step is to determine whether Lightspeed would be a good fit for the prospective client, as we don't want to promise a solution that wouldn't suit the client's needs. If your referral becomes a Lightspeed customer and signs on for an annual or multi-year plan (month to month plans not included), you get money!

### Who can I refer?

We're happy to receive any referrals you submit. However, the following referrals will not be accepted:

- The new location of a business that is already a customer
- The new business of a customer that is already a customer
- A prospective customer that is already in Lightspeed's leads database at the time of your referral
- A former customer of Lightspeed
- A customer who previously referred you
- A customer doing business in one of our designated restricted industries (Automobiles, Powersports, Marine and Recreational Vehicle )
- Customers who you have previously referred
- Yourself

### How much do I get paid?

For every customer referred who signs up for a 1 year contract or longer from December 1, 2017 to July 1, 2018, the referring customer will earn \$500 CAD (for Canadian customers) or \$500 USD (for US customers), 400 EURO (for customers in the EU), or 400 GBP (for UK customers). The existing customer will be paid after the new customer has been a Lightspeed customer for at least 3 months.

Payment will be issued at the beginning of the following month following this term. Following July 1, 2018, the payment will be decreased to a value selected at that date.

### **How do I make referrals?**

You may make referrals to Lightspeed by:

1. Registering to the Customer Referral Program and filling out the referred customer form within the portal at <https://referlightspeedhq.com/> .

Please note that the form must be filled out in its entirety and that your name has to be mentioned on the phone if the referral decides to call. If fields (especially your name) are missing, Lightspeed cannot guarantee that your referral will be processed and that the discount will be attributed. Lightspeed is not responsible for any late, lost, incomplete, delayed, inaccurate, garbled, undelivered, misdirected referrals or rewards, or other errors or problems of any kind relating to your referrals. If you believe that your form was not processed, please contact us at [friendsandfamily@lightspeedhq.com](mailto:friendsandfamily@lightspeedhq.com) for assistance.

### **How many referrals can I submit?**

As many as you'd like! If you know a business that you think would be a good fit, we'd love for you to send them our way. This said, sending mass email messages (to multiple recipients at the same time) or any other promotion that would constitute unsolicited commercial email or "spam", is expressly prohibited. How you promote this referral program is your responsibility - please make sure to adhere to all applicable legal rules.

### **How do I know whether my referrals became customers?**

Lightspeed provides you with access to an online platform ([referlightspeedhq.com](https://referlightspeedhq.com)) where you can check the status of your referrals in real-time. You can track what referrals we are still in progress, what referrals have been rejected, as well as which leads have become paying customers and your total earnings

### **What if my referral doesn't become a customer?**

If the prospect person you refer doesn't become a Lightspeed customer within three (3) months of your referral, you will not be eligible to receive the referral bonus, even if the referred customer subsequently purchases Lightspeed services.

### **The boring but important legal stuff**

By creating an account, referring customers, or using or accessing our services, you agree to be bound by the terms and conditions of this Program set out in this document. If you do not agree with the terms and conditions of this document, you shouldn't and aren't permitted to participate in our referral program.

You agree not to: (a) bind, create any obligation (express or implied) or negotiate prices or other terms and conditions on Lightspeed's behalf (nor represent to any person, including any

prospective customer that you have authority to do so); or (b) make any claims regarding the Lightspeed services beyond those made by Lightspeed on its website.

Lightspeed reserves the right, at its sole and absolute discretion, to refuse any referral submitted by you; and to modify, suspend or cancel this referral program, with or without notice. Lightspeed's decision with respect to all aspects of this referral program are final and binding.

You also agree that any promotion methods you use to market Lightspeed products and services to prospective Lightspeed customers shall be in accordance with all applicable laws and regulations, and that no mass electronic communications (emails or texts) that can be considered 'spam' will be sent.

By participating in this referral program, you agree to release, discharge, indemnify, defend and hold harmless Lightspeed, its officers, directors, shareholders, employees and agents (collectively, "Released Parties") from and against any liability or damages which may arise out of or be related to your participation in this referral program.

You may only use and display Lightspeed's name, logos, and trademarks and other intellectual property ("Marks") to the extent specifically pre-authorized in writing by Lightspeed and only for the purposes of participating in this referral program. This license is limited, non-transferable and revocable by Lightspeed at any time.

Customers must be in Lightspeed's database at the moment that we receive complete payment from the referral in order to be paid the bonus.

LIGHTSPEED MAKES NO EXPRESS OR IMPLIED WARRANTIES OR REPRESENTATIONS WITH RESPECT TO ANY SERVICES OR PRODUCTS CONTEMPLATED BY THIS DOCUMENT . LIGHTSPEED DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, TITLE AND MERCHANTABILITY.