



referafriend

P R O G R A M

Introduction:

This system is designed to give a reward to current clients who are in a position to be able to recommend and refer us to a new customer bringing us in new business through a close friend network. It's all about getting a refer a friend card with an attached value for both to spend in our store.

How does it work?

If you know a friend who's looking for a new supplier recommend us and let them know about the referral program we got going on and ask them would they like to try it. It's never been a better time and you've got nothing to lose. Remember both of you get \$50 credit each to spend in our store by using this system instead of not availing of it.

Ok I want to take part, how do I go about it?

- 1) Ask us for a refer a friend card. The refer a friend card is only issued and shipped to you upon your request to participate in the program and it will be shipped to you free of charge.
- 2) You must be a current customer or have placed an order with us previously before you can refer us a new client. Remember, both of the codes need to match for card and rewards to be activated so you are basically vouching for the new customer being someone that you trust and not just anyone.

The codes on the Refer a Friend card can only be used once, and the new customer must be new and not to have ordered from us before, or else it defeats the whole purpose of the system- to bring new business.

I got the card!

Once the card arrives you'll see two codes and a written the value (worth) beside each. The correct codes are connected to each other and the \$50 each may be redeemed once the card is activated.

What now? How do I activate the card? How do I get its value?

Now it's up to the new customer. The new customer (your friend) is required to submit the **new customer code** on the card along with their first order* and the items they have selected to use the \$50 on. We will reply with payment details and the new customer sends payment. The card is now activated and you may use the card.

Ok now how do I get my \$50 as the current customer?

You need to submit an order* along with the **current customer code** on the card and the items you choose to spend the \$50 on.

Card value system

The current value of the card is \$50 for you, and \$50 for your friend (the new customer). This entitles you to spend \$50 worth on products and services on our website.

What can i spend it on?

The value of the refer a friend card is be used as currency against the purchase of another product(s) or service(s) from us and works exactly like the loyalty card. To find more just visit our Loyalty Card page and treat its value as the same.

Can i redeem it for cash?

No. The value on the card can only be used to purchase products and services such as; another product, item, or used against shipping, all subject to terms and conditions. You cannot use the value on the card towards a discount on an order.

Who may use the Card?

The card is for your sole use only and for one close friend of your's. It is not transferable. You both don't need to use up the code's at the same time, you can relax and do it anytime!

How many cards are redeemable?

You may refer as many new customers to us as you like. So can the new customer.



*subject to a minimum order of \$250