



## TERMS & CONDITIONS

1. Telephone Answering and Live Chat clients are eligible for our referral schemes.
2. Both the client and the party they've referred will receive a discount based on their individual scheme, outlined as follows:

<b>Scheme</b>	Messenger	30	60	90	125	150	250+
<b>Discount</b>	One free month's subscription	One free month's subscription	One free month's subscription	One free month's subscription	One free month's subscription	One free month's subscription	£250 off next invoice

### Example 1

Scheme 30 client refers a scheme 1000 client	Scheme 30 client receives one free month's subscription	Scheme 1000 client receives £250 off their next invoice
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### Example 2

Scheme 1000 client refers a scheme 30 client	Scheme 1000 client receives £250 off their next invoice	Scheme 30 client receives one free month's subscription
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3. If a client refers more than one person in a month, their discount will roll into subsequent months.
4. Discount will be applied to the new party's invoice in month one and to the client's invoice three months later.
5. Moneypenny reserves the right to change any detail of our referrals scheme at any point.
6. If a Messenger up to 150 scheme client refers within their free period, we'll defer the free subscription until their next paid invoice.
7. For Messenger up to 150 scheme clients, only subscription is free. Other extras e.g. 24/7, out of hours, additional calls and chats are paid for at normal rates.
8. Should a client change scheme or product mid-way through a referral, Moneypenny will honour the discount.
9. Should a client refer successfully in their final month of service, no discount will be applied.
10. Should a client refer someone who ultimately opts for a digital product, we will discount the client's scheme by the cost of the digital product subscription/lower subscription.