Referral Programme

TERMS AND CONDITIONS

Version 2.1, effective from 29 October 2026 | Luxeia Ltd, trading as Luxeia Smart Homes | Company Number 13540926 | VAT 513069317

1. Introduction

Luxeia Ltd, trading as Luxeia Smart Homes ("Luxeia", "we", "us"), operates a referral programme through which existing and former clients may receive a reward for introducing new clients. These terms and conditions ("Terms") govern participation in the programme. By registering a referral with Luxeia, the Referrer accepts these Terms in full.

The programme is between Luxeia and the Referrer only. It does not change the contract, price, discounts or services of any Referred Client, who is not a party to these Terms and has no rights under them.

2. Definitions

Referrer
An individual who is an existing or former client of Luxeia and who introduces a Referred Client under this programme.

Referred Client
A new client introduced to Luxeia by a Referrer, who subsequently signs a Project Contract with Luxeia.

Project Contract
A written contract between Luxeia and a Referred Client for the supply and installation of smart home, audio-visual, security or related systems and works. It does not include a support plan, annual service, callout, remote configuration session or any other ongoing or one-off support service, whether sold on its own or alongside works.

Registration
The written notice of an introduction given by a Referrer in the manner set out in Clause 4.

Qualifying Referral
A referral that satisfies all of the conditions set out in Clause 4.

Initial Agreed Price

The total price of the works, excluding VAT, set out in the first Project Contract signed between Luxeia and the Referred Client, at the point of signing and before any Change Order. It excludes any recurring or subscription charge, including support plan fees, that is included in or sold with that contract.

Change Order

Any variation to the scope, specification, hardware, programme of works, or price of a project agreed between Luxeia and the Referred Client after the contract has been signed, including increases, decreases, additions, or removals of work.

Referral Reward

The cash payment or account credit payable to a Referrer under this programme, calculated in accordance with Clause 5.

3. Eligibility to Participate

- The programme is open to individuals who are existing or former Luxeia clients with a completed or active project.
- The programme is not open to Luxeia staff, sub-contractors, or trade partners engaged under a separate commercial or referral arrangement with Luxeia, or to a close relative of any of them, or to anyone acting on their behalf or sharing a Referral Reward with them.
- Self-referrals, and referrals made on behalf of a household or business already known to Luxeia, do not qualify.

4. Qualifying Referrals

A referral will only be treated as a Qualifying Referral where all of the following conditions are met:

- The Referrer makes a Registration by emailing info@luxeia.co.uk, or by submitting the referral form on the Luxeia website, identifying the Referred Client by name, before or at the point the Referred Client first contacts Luxeia. A telephone call or conversation, or a message to an individual member of Luxeia staff, is not a Registration, although Luxeia may ask the Referrer to confirm it in writing. By making a Registration, the Referrer accepts these Terms. Luxeia will record the date and time it receives each Registration. Retrospective claims relating to individuals who contacted Luxeia independently, or who were already recorded in Luxeia's systems from any source in the preceding 24 months, will not qualify.
- The Referred Client is a genuinely new contact to Luxeia, with no prior enquiry, quotation, or project on file in the preceding 24 months.
- The Referred Client proceeds to sign a Project Contract with Luxeia.
- The first payment milestone (deposit) under that Project Contract has cleared into Luxeia's account.
- The Project Contract has not been cancelled or rescinded, and the deposit has not been refunded, reversed, charged back or recalled, before the Referral Reward is paid or applied.

- The introduction is genuine. Luxeia may confirm it with the Referred Client, and a referral will not qualify if the Referred Client says they were not introduced to Luxeia by the Referrer.

Luxeia will decide whether a referral satisfies these conditions acting reasonably and in good faith, on the basis of its own records, and will give the Referrer its reasons on request.

5. Reward Calculation

Where a Qualifying Referral results in a signed Project Contract, the Referrer may choose between a cash reward or an account credit reward, calculated as follows:

> **CASH REWARD**
>
> Reward (£) = ROUND(MIN(750, 0.01 × Initial Agreed Price), 2)

> **ACCOUNT CREDIT REWARD**
>
> Reward (£) = ROUND(MIN(1000, 0.014 × Initial Agreed Price), 2)

Account credit is applied to the Referrer's Luxeia account and may be used toward a Luxeia support plan, a future project, or additional works. It is valid for 24 months from the date it is applied, has no cash value, and cannot be exchanged for cash or transferred to another person. If account credit has been applied to a payment that is later refunded, the refund will be made as account credit, not cash, and the original expiry date still applies.

Initial Agreed Price (ex-VAT)	Cash Reward	Credit Reward
£5,000	£50	£70
£25,000	£250	£350
£60,000	£600	£840
£75,000 or more	£750 (capped)	£1,000 (capped)

There is no minimum Initial Agreed Price for a referral to qualify; the reward scales down proportionately for smaller projects.

6. Change Orders and Value Adjustments

The Referral Reward is calculated solely by reference to the Initial Agreed Price. Once calculated, the Referral Reward will not be recalculated, increased, or decreased as a result of any Change Order, scope amendment, discount, hardware price fluctuation, or any other adjustment to the final value of the project, whether that adjustment occurs before or after the Referral Reward is paid, and regardless of whether it increases or decreases the overall project value.

Where Luxeia reasonably believes that the Initial Agreed Price has been artificially structured, inflated, or otherwise manipulated with the intent of increasing a Referral Reward, whether by the Referrer, the Referred Client, or any party acting on their behalf, Luxeia reserves the right to withhold, adjust, or reclaim the Referral Reward, and may exclude those involved from future participation in the programme.

7. Payment of Rewards

Following confirmation of a Qualifying Referral, Luxeia will contact the Referrer to confirm their choice of cash or account credit. This election is made once per Qualifying Referral and cannot be changed after the reward has been paid or applied. To receive a Referral Reward, the Referrer must give Luxeia their election and any details Luxeia reasonably needs to make the payment, including bank details for a cash reward and, where Clause 10 applies, a valid VAT invoice.

Rewards are normally paid or applied within 14 working days of the later of (a) the first payment milestone clearing and (b) Luxeia receiving the Referrer's election and those details. If the Referrer has not provided them within 90 days of Luxeia first contacting them, Luxeia may treat the Referral Reward as lapsed.

8. Cancellations and Reclaiming a Reward

If the Referred Client's contract is cancelled or rescinded, or the deposit is refunded, reversed, charged back or recalled for any reason, within 90 days of a Referral Reward being paid or applied, Luxeia reserves the right to reclaim that Referral Reward in full. Where the Referrer has an active account with Luxeia, this may be reclaimed by deduction from any unused account credit, future reward, or sum otherwise owed to the Referrer.

9. Multiple Referrals and Attribution

There is no limit to the number of Qualifying Referrals an individual may make. Only one Referral Reward is payable for each Referred Client, calculated on the first Project Contract that Referred Client signs. Further contracts, phases of work, variations or repeat work by the same Referred Client do not earn a further Referral Reward.

Where more than one person registers a referral for the same Referred Client, Luxeia will attribute the referral to whichever Registration was first recorded in Luxeia's systems, and Luxeia's records will be conclusive. A Referral Reward is personal to the Referrer and may not be assigned, transferred, or claimed by a third party.

10. Tax and VAT

A Referral Reward may constitute taxable income depending on the Referrer's individual circumstances. It is the sole responsibility of the Referrer to determine whether a reward must be declared to HM Revenue and Customs. Luxeia does not provide tax advice. Where a Referrer is registered for VAT and is acting in the course of a business in making the referral, the Referrer must provide Luxeia with a valid VAT invoice before the Referral Reward will be paid, and the amount stated in Clause 5 will be treated as inclusive of any VAT due.

11. Data Protection and Consent

By making a Registration, the Referrer confirms that the Referred Client has agreed to be introduced to Luxeia and to Luxeia contacting them. The Referrer should also tell the Referred Client that the Referrer may receive a Referral Reward.

Luxeia may tell the Referred Client that the Referrer introduced them, and may confirm the introduction with them.

Personal data provided in connection with a referral, including the names and contact details of the Referrer and the Referred Client, will be processed by Luxeia in accordance with our Privacy Policy, for the purpose of administering this programme.

12. Changes to the Programme

Luxeia may amend, suspend, or withdraw this programme, including the eligibility criteria, the reward formula, or any other term, by publishing updated Terms on its website. A change takes effect from the date it is published unless the updated Terms state otherwise.

A referral for which Luxeia has acknowledged the Registration in writing before a change takes effect will continue to be assessed under the Terms in force on the date of that acknowledgement, provided it later becomes a Qualifying Referral. A Referral Reward becomes payable only once a referral is a Qualifying Referral under these Terms; until then, participation does not guarantee a reward.

13. Fair Use

Luxeia reserves the right to withhold or reclaim a Referral Reward, and to exclude an individual from future participation in this programme, where there is reasonable evidence of misuse, including false claims of referral, attempts to circumvent the eligibility criteria, or coordinated activity intended to generate rewards without a genuine introduction.

14. Limitation of Liability

Nothing in these Terms limits or excludes any liability that cannot be limited or excluded by law, including liability for fraud or for death or personal injury caused by negligence, or affects the Referrer's statutory rights. Subject to that, Luxeia's total liability to a Referrer arising from or in connection with this programme is limited to the value of the Referral Reward properly due under these Terms, and Luxeia will not be liable for any indirect or consequential loss arising from participation in this programme.

15. Governing Law

This programme and these Terms are governed by the laws of England and Wales, and the courts of England and Wales will have jurisdiction over any dispute arising from them, subject to any right a Referrer who is a consumer has to bring proceedings in the courts of the part of the United Kingdom where they live.

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