Referral Program Terms and Conditions

CloudBuddy Solutions LLC | September 16, 2026 | Version 2026-09-16.4

The program

These Referral Program Terms and Conditions ("Terms") govern participation in the referral program offered by CloudBuddy Solutions LLC ("CloudBuddy," "we," or "us"). "Referrer" or "you" means the individual or business identified in an accepted referral. A referred business is a "Customer" only when it enters into a service agreement with CloudBuddy. All amounts are in U.S. dollars.

The standard offer applies to an accepted referral for CloudBuddy's **Tech Team Subscription**, its month-to-month service for one agreed area of work for a business team. The qualifying scope and recurring subscription fee are identified in the written referral acceptance. You may earn **$1,000 for each qualifying paid service month**, subject to a **$10,000 total cap per Customer** and these Terms. No fee is earned merely by supplying a name, submitting a referral, arranging a meeting or obtaining a signed service agreement.

Participation and eligibility

The program currently supports U.S. individuals and businesses only. You must be at least 18 years old, legally able to enter into this agreement, and authorized to act for any business you represent. Participation must be permitted by applicable law and your employment, professional and contractual obligations. You are responsible for obtaining required approvals before participating.

Self-referrals, referrals to a business you control, and referrals by CloudBuddy employees are excluded unless CloudBuddy expressly authorizes a separate arrangement in writing. A Customer's employee, agent, adviser or purchasing representative may participate only after disclosing that relationship and obtaining written approval from both the Customer and CloudBuddy. No payment is available where prohibited by law or the recipient's duties.

Qualified referral

A referral qualifies only if all of the following are true:

- The prospective Customer is a U.S.-based company. Referrals for companies based outside the United States are not eligible for this program.
- You have spoken directly with the prospective Customer about a specific business need. Examples include providing an ongoing tech partner for a sales, finance, marketing or operations team, running a website, or automating reporting. These are examples, not limits on the teams or needs CloudBuddy may support.
- The prospective Customer has told you it wants to purchase CloudBuddy's Tech Team Subscription at the applicable subscription price, subject to agreeing on scope. The person authorized to approve that expenditure will participate in the decision.
- The contact has given you permission to share the referral details and arrange an introduction to CloudBuddy.
- The business is new to CloudBuddy and is not already a Customer or in an active sales conversation with CloudBuddy.
- The information submitted is accurate, complete and obtained lawfully.

Contact lists, purchased or scraped leads, unsolicited introductions, general curiosity and willingness merely to hear a sales pitch do not qualify.

Acceptance and attribution

Submit the requested contact and qualification information through CloudBuddy's designated referral process before arranging a call. CloudBuddy may request clarification or confirm the details with the contact. A submission receipt, email verification, meeting or automated message does not constitute acceptance.

Referral credit is established only when CloudBuddy expressly accepts the referral in writing and identifies the Referrer, Customer and qualifying engagement. CloudBuddy may decline an opportunity based on fit, capacity, conflicting obligations, inaccurate information or failure to meet these Terms. CloudBuddy handles the final scope, pricing and Customer service agreement.

If multiple people refer the same business, priority belongs to the first complete, qualified referral CloudBuddy receives, subject to verification of eligibility and written acceptance. An incomplete or ineligible submission does not reserve priority. CloudBuddy will use its submission records and the available evidence to resolve duplicates, explain its decision to the affected referrers, and consider corrections they provide. The same business may not generate duplicate credit through different contacts, names or submissions. A different allocation requires the affected referrers' and CloudBuddy's written agreement.

You may edit or remove a referral through your account. Edits to a referral that has not been accepted return it to review, with duplicate-referral priority based on the updated submission. After acceptance, you may update contact details; changes to the accepted Customer or qualifying engagement require CloudBuddy's written agreement. Removing an unaccepted referral withdraws it from review. Removing an accepted referral hides it from your account list without cancelling legitimate earned fees or remaining conditional fee rights. Original agreements and the history needed to administer the program remain on record.

Earning referral fees

A "Qualifying Payment" is payment in full of the recurring Tech Team Subscription fee for a service month under the engagement identified in the written acceptance, received in cleared funds and retained by CloudBuddy. Taxes, expense reimbursements, pass-through costs and one-time charges are excluded. Bank or payment-processing fees charged to CloudBuddy do not reduce the stated $1,000 referral fee.

Each Qualifying Payment earns $1,000, up to ten qualifying service months and $10,000 total for that Customer. Months need not be consecutive. A pause or unpaid month earns no fee and does not reset the cap. Prepayments are allocated to the service months they cover; the corresponding referral fees are earned as those months begin, provided the allocated payment remains qualifying.

Additional teams, subscriptions, renewals or expanded services for the same Customer do not create a new cap or additional monthly referral fee. A different service price or referral arrangement requires a separate written agreement. Customer nonpayment, cancellation or a decision not to proceed creates no obligation to pay unearned fees or guarantee the full $10,000.

Payment administration and taxes

CloudBuddy will pay earned referral fees within 30 days after the corresponding customer payment clears and, for prepaid services, the applicable service month begins. Referral payouts will be processed through Stripe. You must provide accurate payment details and any tax documentation legally required to make the payment. If required information is missing, the payment period begins when the necessary information is received; earned fees are not forfeited for that reason alone.

Stripe payout setup requires CloudBuddy's separate manual approval for the Referrer. Signing in, submitting a referral, acceptance of a referral or a Customer payment does not automatically unlock payout setup. When approved and secure setup is available, you must complete the Stripe payout profile, required identity verification

and requested tax documentation through the designated secure process before receiving payment. Approval to set up a payout profile does not itself earn a referral fee. CloudBuddy remains responsible for determining referral eligibility, calculating earned fees and meeting its payment obligations under these Terms.

You are responsible for taxes imposed on your referral income. CloudBuddy may report payments or make withholding required by law. Send sensitive tax or bank information only through the secure method CloudBuddy designates, not through the referral description fields.

Refunds, reversals and corrections

A fully refunded, charged-back or reversed payment earns no referral fee. If only part of a qualifying service fee is returned, the corresponding referral fee is reduced in the same proportion. CloudBuddy may recover a resulting overpayment by offset against future referral fees or by requesting repayment within 30 days after providing an itemized explanation. Amounts recovered will not exceed the related overpayment, and no amount may be recovered twice.

For a genuine dispute concerning reversal, duplicate attribution or suspected fraud, CloudBuddy may hold only the disputed amount, explain the hold and investigate promptly. Undisputed earned fees remain payable. Report accounting errors promptly.

Outreach and representations

This program is for permission-based introductions. You must not use unsolicited bulk email or messages, automated calling or texting, purchased contact lists, scraping, impersonation, fake accounts or repeated unwanted contact to generate referrals. You must respect opt-out requests and applicable marketing, privacy and anti-spam requirements. You may not engage sub-referrers or run paid advertising on CloudBuddy's behalf without separate written approval.

Your statements about CloudBuddy must be truthful and supported by information CloudBuddy has approved or made public. Do not fabricate Customer interest, testimonials, results, service capabilities or earnings. Do not promise discounts, specific outcomes, service availability or contract terms, and do not make commitments for CloudBuddy.

Clearly disclose your financial interest when recommending CloudBuddy and before making an introduction. For example: "I may receive a referral fee if your business becomes a paying CloudBuddy customer." The disclosure must be understandable and reasonably prominent in the context of the recommendation. Do not conceal the arrangement or offer an improper payment, gift or inducement to influence a purchasing decision.

CloudBuddy may require you to correct or stop an unauthorized or misleading use of its name or materials. Permission to participate does not authorize public advertising campaigns, use of Customer names or logos, or representation that you are a CloudBuddy employee or sales agent.

Contact information and confidentiality

Provide only the information reasonably needed to evaluate the referral, with the contact's permission. Do not submit passwords, financial account details, regulated personal information, confidential customer datasets or materials you lack authority to share. The Referral Privacy Notice at https://cloudbuddyapps.com/referrals/privacy/ explains the information collected, its uses, service providers, retention and privacy requests. CloudBuddy uses referral information to evaluate eligibility, contact the prospective Customer, administer fees, prevent fraud and meet legal obligations. Submitting a referral does not enroll either person in marketing emails.

You must protect nonpublic business, pricing, Customer and payment information CloudBuddy provides to you and use it only to administer the referral. This duty does not apply to information lawfully public, already known

without a duty of confidentiality, independently developed, or lawfully received without restriction. Legally required disclosure is permitted, with advance notice where lawful. These duties continue after participation ends.

Independent relationship and costs

The parties are independent contractors. Participation creates no employment, partnership, franchise, joint venture or agency relationship and gives you no authority to negotiate, sign or collect money for CloudBuddy. You remain responsible for your own activities and expenses. CloudBuddy does not reimburse expenses without prior written agreement. Participation is nonexclusive.

Responsibility for third-party claims

To the extent permitted by law, you will indemnify and hold harmless CloudBuddy and its personnel from third-party claims, damages and reasonable legal expenses to the extent caused by your unlawful outreach, unauthorized representations, misuse of information, fraud or material breach of these Terms. This obligation excludes loss caused by CloudBuddy's own negligence, misconduct or breach and is subject to the mutual liability limits below.

CloudBuddy will give reasonably prompt notice of a claim and cooperate in its defense at your reasonable expense. You may control the defense with qualified counsel reasonably acceptable to CloudBuddy. A settlement that admits fault, imposes a nonmonetary obligation or fails to fully release CloudBuddy requires its written consent, which will not be unreasonably withheld.

Program availability and liability

CloudBuddy does not guarantee acceptance of any referral, conversion to a Customer, a minimum Customer term or any minimum referral income. Customers may end or change their services under their own agreements. The program's website and submission tools are provided as available; CloudBuddy does not guarantee uninterrupted access. These provisions do not excuse payment of referral fees properly earned under these Terms.

To the maximum extent permitted by law, neither party will be liable to the other for indirect, incidental, special, consequential, exemplary or punitive damages arising from the program, including lost anticipated profits or opportunities. Each party's aggregate liability arising from the program, including indemnity obligations, will not exceed the greater of $10,000 or the referral fees paid or payable to you during the 12 months preceding the event giving rise to the claim.

The preceding exclusions and cap do not limit CloudBuddy's obligation to pay earned referral fees, your obligation to repay actual overpayments under the refunds provision, either party's liability for fraud, willful misconduct or gross negligence, or any liability that applicable law does not permit to be excluded or limited. Nothing in these Terms waives a nonwaivable statutory right.

Changes, suspension and termination

Either party may end your participation prospectively by written notice. CloudBuddy may suspend new submissions or end participation for a material breach, suspected fraud or unlawful conduct, and may discontinue the program for future referrals.

An amendment applies only to referrals submitted after the amendment takes effect, unless both parties expressly agree otherwise in writing. A pending referral remains governed by the version you accepted when submitting it. Discontinuation or termination does not cancel legitimate earned fees or the remaining conditional fee rights attached to previously accepted referrals. Those rights remain subject to Customer payments, the cap and the other applicable Terms. A fraudulent or otherwise ineligible referral creates no fee entitlement.

Payment, correction, confidentiality, indemnity, liability and dispute provisions survive to the extent needed to resolve obligations arising during participation.

Governing law and disputes

Illinois law governs these Terms, without regard to conflict-of-laws principles. Subject to any nonwaivable rights, the parties consent to exclusive jurisdiction and venue in the state and federal courts located in Illinois. Before filing a claim, a party should provide written notice describing the dispute and allow a reasonable opportunity for informal resolution. This does not delay emergency relief or waive an applicable filing deadline. No arbitration agreement or class-action waiver is imposed by these Terms.

Agreement and notices

These Terms take effect when you select the agreement checkbox and choose "Agree and submit referral" in the designated form, or sign a separate agreement. You agree to conduct this referral transaction electronically. You may read, download and retain the Terms before agreeing; your account provides a downloadable record of your agreement, including your name, verified email, submission time and Terms version. That acceptance is separate from CloudBuddy's written acceptance establishing referral credit. Merely viewing the page or signing in does not signify agreement or establish credit. CloudBuddy's written decision identifies the Customer and qualifying engagement and is available in your referral account. Check your account for updates. Electronic notices may also be sent to the contact details you provide; keep them current. Contact info@cloudbuddyapps.com if you need a paper copy or wish to arrange a nonelectronic agreement before submitting.

These Terms and the written referral acceptance constitute the entire agreement concerning that referral. A specific variation expressly agreed in writing controls over a conflicting general provision. Customer service agreements remain separate. You may not transfer referral rights without CloudBuddy's written consent. An unenforceable provision will be limited or severed as permitted by law; the remaining provisions continue in effect. Failure to enforce a provision is not a waiver.

Program contact: CloudBuddy Solutions LLC, Naperville, Illinois. Email: info@cloudbuddyapps.com.