

Getting Started Guide for Professionals

Welcome to **Refer a Friend App**! This guide explains how the platform works, how referral fees are structured, and best practices to help you start receiving high-quality referrals quickly.

How the Platform Works

Refer a Friend is a **relationship-based marketplace** built on trust and integrity.

You receive new leads through referrals from members in the network, and you **only pay a referral fee after you've been paid by your customer**. There are **no upfront costs, no memberships, and no paying for leads that don't convert**.

The Power of the Friends Network

Refer a Friend isn't just a list of professionals, it's a **connected network**.

Members can connect with friends on the platform and view each other's marketplaces. When a member refers you, **their trusted friends can also see and recommend you**, increasing your exposure beyond a single referral.

Why this matters for you:

- Referrals come from people who already trust each other
 - One great experience can lead to multiple warm introductions
 - Your reputation spreads organically through real relationships, not ads
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Referral Fee Structure

When you accept and complete a referral through the platform, the following fees apply **per transaction**:

- **20%** on the first **\$500**
- **10%** on amounts from **\$501 – \$10,000**
- **5%** on amounts **over \$10,000**

Important Notes

- Referral fees are due **within 21 days** of receiving payment from your customer
 - You are responsible for any **Stripe processing fees** associated with paying referral fees
 - Referral fees apply to **service revenue only** (not materials, reimbursements, or taxes)
 - Referral fees apply **only to the initial job**; ongoing or recurring work is **not subject to referral fees**
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Marketplace Rules & Guidelines

To keep the platform safe, fair, and relationship-based, all professionals agree to the following:

- **Honor agreements**
Update job status accurately and pay referral fees on time.
- **Protect member privacy**
Last names are not displayed to ensure safety and trust.
- **No circumvention**
Do not bypass referring members to arrange work outside the platform.
- **No personal contact details**
Do not post phone numbers, email addresses, or websites.
- **Operate with integrity**
The platform works best when everyone supports the relationships that drive referrals.