/REFERRAL PROGRAM TERMS

# Referral Program Terms

The rules for referrals, rewards, and cooperation in the steezr partner program.

Effective from 1 January 2026

**PROGRAM OPERATOR**

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| COMPANY | steezr s.r.o. |
| COMPANY ID (IČO) | 22354883 |
| VAT ID (DIČ) | CZ22354883 |
| REGISTERED SEAT | K Rybníčkům 282/19, Strašnice, 100 00 Praha 10, Czech Republic |
| REGISTRATION | Municipal Court in Prague, file no. C 415229 |
| EMAIL | hello@steezr.com |

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## General provisions

1.1 These referral program terms (the 'Program Terms') are issued by steezr s.r.o., Company ID 22354883, with its registered seat at K Rybníčkům 282/19, Strašnice, 100 00 Praha 10, Czech Republic, registered in the Commercial Register kept by the Municipal Court in Prague under file no. C 415229 ('steezr').

1.2 The Program Terms set out the conditions under which steezr pays a reward for referring a new client, and the rights and obligations of the partner and steezr.

1.3 Only an entrepreneur, meaning a natural or legal person acting in the course of its business, can be a partner. We do not offer the program to consumers.

1.4 A partner accepts the Program Terms when it submits its first referral to steezr, or when steezr concludes a written partner agreement with it. Deviating written arrangements take precedence over the Program Terms.

1.5 Matters not covered by the Program Terms are governed by the steezr Terms and Conditions available at steezr.com/terms.

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## Definitions

2.1 For the purposes of the Program Terms, the following words have this meaning:

- Partner: an entrepreneur who refers a prospective client to steezr.
- Referral: a written introduction of a prospective client to steezr in the manner described in Article 3.
- Referred client: a person the partner referred and whom steezr accepted as a referral in writing.
- Engagement: a contract between steezr and the referred client for the provision of services.
- Reward: the amount the partner is entitled to under Article 4.
- Reward base: the amounts the referred client actually paid steezr for services, excluding VAT and the items excluded under Article 4.

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## Valid referral

3.1 A referral is valid when the partner introduces the prospective client by email to hello@steezr.com, or through another channel agreed with steezr in writing, stating the company name, contact person, contact details, and a short description of the need. The prospective client must consent to its details being passed on.

3.2 A referral is not valid if, at the time of the referral, the prospective client was already a steezr client, had discussed an engagement with steezr in the previous 12 months, or had already been received by steezr from another partner or through its own acquisition. The first valid referral received by steezr prevails.

3.3 steezr assesses the referral and confirms in writing within 10 business days whether it accepts it. steezr may decline a referral without giving reasons, in particular if the prospective client does not fit its focus or capacity. No reward is due for a declined referral.

3.4 A reward arises only from an engagement that steezr concludes with the referred client within 12 months of accepting the referral. Engagements concluded after that period are not treated as referred unless the parties agree otherwise in writing.

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## Reward amount

4.1 The standard reward is 5% of the reward base for the first engagement concluded with the referred client.

4.2 steezr may grant partners with a long-term relationship a higher rate in writing, up to 10%. There is no legal entitlement to a higher rate. A higher rate applies from the date stated in the written confirmation and to referrals accepted after that date.

4.3 The reward base excludes VAT, costs of third-party services (hosting, domains, licenses, apps, advertising budgets), hardware, re-invoiced costs, travel expenses, amounts refunded to the client, and amounts the client has not paid.

4.4 For retainer services (management, maintenance, support), the reward base consists of the payments made during the first 12 months of the retainer.

4.5 No reward is due for engagements that steezr concludes with the referred client after the first engagement, unless the parties agree otherwise in writing.

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## Payment of the reward

5.1 The entitlement to a reward arises when the referred client pays steezr the relevant amount. No reward is paid on amounts that are overdue or in dispute.

5.2 steezr sends the partner a statement of the amounts paid and the reward earned within 15 days after the end of the calendar quarter in which the entitlement arose. The partner issues an invoice based on the statement, due within 14 days.

5.3 The partner is responsible for the correct tax and levy treatment of the reward on its side. VAT is added to the reward if the partner is a VAT payer.

5.4 If steezr refunds the referred client all or part of an amount paid, the reward is reduced accordingly. steezr may set off a reward already paid against the partner's future rewards.

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## Partner obligations

6.1 The partner may not make any commitments, promises, or statements on steezr's behalf about the scope, price, deadlines, or results of the services. Quotes and contracts are concluded solely by steezr.

6.2 The partner may not present itself as an employee or representative of steezr and may not use the steezr brand without written consent other than to state truthfully that it recommends steezr.

6.3 The partner approaches prospective clients in compliance with the law, in particular without unsolicited commercial communications and without breaching data protection rules. It passes a prospective client's details to steezr only with that client's consent.

6.4 The partner may not use misleading advertising, offer referred clients rewards or discounts on steezr's behalf, or advertise on keywords containing the steezr brand.

6.5 When a referred client asks, the partner truthfully discloses that it may receive a reward for the referral.

6.6 The partner keeps confidential the business information it learns in connection with the program, including steezr's prices and the content of its quotes.

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## Steezr Hub

7.1 steezr may give the partner access to an online interface with an overview of referrals, engagement status, and rewards (Steezr Hub). Its data is for information only. The statement under clause 5.2 is decisive.

7.2 Access credentials are intended solely for the partner. The partner is responsible for protecting them.

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## Term and termination

8.1 Participation in the program is for an indefinite period. Either party may end it at any time in writing without giving reasons.

8.2 The entitlement to rewards from referrals accepted before participation ended remains, provided the engagement is concluded and paid under these Program Terms.

8.3 If the partner materially breaches its obligations under Article 6, steezr may end the partner's participation in the program immediately. If steezr suffers damage from the breach, it may set it off against unpaid rewards.

8.4 steezr may amend the Program Terms or end the program. It notifies partners at least 30 days in advance. Referrals accepted before the change takes effect are governed by the previous terms.

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## Final provisions

9.1 The program does not create an employment relationship, commercial agency, partnership, or any other association. The partner acts independently and at its own cost.

9.2 The program is not exclusive. The partner may work with other suppliers, and steezr may accept referrals from other partners.

9.3 The Program Terms are governed by the law of the Czech Republic. Disputes are decided by the general court with local jurisdiction according to steezr's registered seat.

9.4 The Program Terms are drawn up in Czech and English. In case of a conflict, the Czech version prevails.

9.5 These Program Terms take effect on 1 January 2026.