



Ace Bucks Referral Program

Terms and Conditions | Earn Ace Bucks when you refer a new customer

Effective Date	08/01/2026
Company	Fagundes Plumbing Heating AC Inc.
Program Name	Ace Bucks Referral Program
Reward Name	Ace Bucks

These Terms and Conditions apply to the Ace Bucks Referral Program offered by Fagundes Plumbing Heating AC Inc. By participating, submitting a referral, sharing a referral link, or accepting a referral reward, you agree to these terms.

1. Program Overview

The Ace Bucks Referral Program rewards eligible people for referring new customers to Fagundes Plumbing Heating AC Inc. for qualifying plumbing, heating, air conditioning, water heater, boiler, furnace, heat pump, mini split, drain, water treatment, indoor air quality, or related home service work.

Ace Bucks are earned only after the referred customer completes a qualifying job, pays the invoice in full, and the referral is approved by Fagundes Plumbing Heating AC Inc. Ace Bucks are not earned when a form is submitted, an appointment is booked, or an estimate is provided.

2. Who May Participate

The program is open to eligible current customers, past customers, friends, family members, neighbors, community members, vendors, business contacts, and employees, subject to these terms.

Participants must provide accurate contact information so referrals can be tracked and rewards can be delivered.

3. Eligible Referrals

A referral may qualify only if the referred customer is new to Fagundes Plumbing Heating AC Inc., the service location is not already in company records, the referral is submitted through an approved method, and the referrer is identified before or at the time the referred customer books service.

The referred customer must schedule, complete, and pay in full for a qualifying service or installation within 6 months of the original referral submission date.

4. Non-Qualifying Referrals

Ace Bucks are not paid for existing customers, past service locations, duplicate referrals, self-referrals, estimate-only visits, warranty work, recall work, no-charge work, canceled jobs, unpaid invoices, refunded work, disputed invoices, or non-revenue work.

A referral may also be denied if the customer or service location was already generated through another company lead source, advertising source, open estimate, booked job, service request, or prior company contact before the referral was submitted.

Fagundes Plumbing Heating AC Inc. may review names, phone numbers, emails, addresses, service history, estimate history, booking records, lead source data, ServiceTitan records, GoHighLevel records, accounting records, and other company systems to determine eligibility.

5. Multiple Referrers

If more than one person refers the same customer, household, property, or service location, referral credit will generally be awarded to the first eligible referrer recorded by Fagundes Plumbing Heating AC Inc.

The company has sole discretion to determine which referrer, if any, qualifies for Ace Bucks.

6. Ace Bucks Rewards

Eligible referrals may earn up to \$250 in Ace Bucks based on the referred customer's completed and paid invoice amount. Invoices under \$100 do not qualify for Ace Bucks.

Reward amounts are based on the final completed and paid invoice amount, excluding taxes, permit fees, financing fees, discounts, rebates, refunds, warranty work, and non-revenue items.

Ace Bucks are issued only by approved card-based reward methods, such as a digital gift card, prepaid reward card, or another company-approved card-based reward method. Ace Bucks are not issued as account credits and cannot be applied to past, current, or future invoices.

Ace Bucks are not legal tender, are not a bank account, and may not be sold, transferred, assigned, or exchanged except as allowed by Fagundes Plumbing Heating AC Inc. or the approved reward provider.

7. Reward Timing and Delivery

Approved Ace Bucks rewards are typically paid within 15 days after the referred customer's invoice is paid in full.

Fagundes Plumbing Heating AC Inc. may use Tremendous or another third-party reward provider to deliver approved Ace Bucks rewards.

Reward delivery may be delayed by provider processing, email delivery issues, tax verification, recipient action, incorrect contact information, or other factors outside the company's control.

8. Taxes and Required Information

Ace Bucks may be considered taxable income to the recipient. Participants are responsible for any federal, state, or local taxes that may apply.

Fagundes Plumbing Heating AC Inc., Tremendous, or another reward provider may request tax information before a reward is issued or redeemed. Failure to provide required information may result in a reward being delayed, held, denied, or canceled.

9. Employee and Employee-Family Referrals

Employees may participate by referring new customers from outside their normal assigned work, subject to company approval and company policy.

Employee referrals do not qualify if they come from normal job duties, assigned calls, service work, estimate work, dispatch activity, customer follow-up, company marketing, existing customers, past service locations, unsold estimates, warranty work, or company-generated leads.

Employee rewards may be handled differently from non-employee rewards and may be subject to payroll, tax, bookkeeping, or company policy requirements.

Family members of employees may participate if they are acting independently and the referral is not a workaround for employee compensation rules, duplicate credit, self-referral, or program misuse.

10. Referred Customer Offers

Referred customers may be eligible for a discount or promotional offer on their first qualifying service. Any offer is valid only for new customers, must be mentioned before or at the time of booking, cannot be applied retroactively, has no cash value, and cannot be combined with other offers unless approved by Fagundes Plumbing Heating AC Inc.

11. Public Sharing, Consent, and Reviews

Participants may share referral links with personal contacts. If a referral link is shared publicly, including on social media or community groups, the participant should clearly disclose that they may receive a reward if someone uses the link and becomes a qualifying customer.

Participants must have permission before submitting another person's contact information. By submitting a referral, the participant represents that the referred person has given permission to be contacted by Fagundes Plumbing Heating AC Inc.

Ace Bucks are not offered in exchange for reviews, ratings, testimonials, endorsements, social media posts, or any specific public statement. Reviews are not required and do not affect reward eligibility.

12. Fraud, Misuse, and Program Control

Fagundes Plumbing Heating AC Inc. may deny, delay, reduce, cancel, reverse, or recover Ace Bucks if it believes there has been fraud, abuse, duplicate submissions, self-referral, false information, misleading claims, unauthorized paid ads, coupon-site posting, spam, misuse of company marketing sources, or any violation of these terms.

Participants may not make false, misleading, exaggerated, or unauthorized claims about Fagundes Plumbing Heating AC Inc., including claims about pricing, discounts, rebates, financing, warranties, guarantees, availability, licensing, services offered, or emergency response times.

13. Service Area and No Guarantee of Service

The program applies only to qualifying work performed within the active service area of Fagundes Plumbing Heating AC Inc. Service availability may vary based on location, technician availability, licensing requirements, scheduling capacity, department availability, scope of work, safety concerns, and business operations.

Participation in the program does not guarantee that Fagundes Plumbing Heating AC Inc. will accept, schedule, perform, or complete work for a referred customer.

14. Program Changes, Tracking, and Liability

Fagundes Plumbing Heating AC Inc. may modify, pause, suspend, or terminate the Ace Bucks Referral Program at any time, with or without notice. Changes may include reward amounts, eligibility rules, qualifying

services, minimum invoice amounts, service area availability, tax requirements, tracking methods, reward delivery methods, or program technology.

The company may use GoHighLevel, ServiceTitan, Tremendous, website forms, call tracking, email, text messaging, or other systems to track referrals, verify completed jobs, approve rewards, and deliver rewards.

To the fullest extent permitted by law, Fagundes Plumbing Heating AC Inc.'s liability related to the program is limited to the value of the Ace Bucks reward, if any, that the participant was eligible to receive.

15. Questions

Questions about the Ace Bucks Referral Program may be directed to:

Fagundes Plumbing Heating AC Inc.

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978-459-0139

contact@afphpro.com

www.afphpro.com

These Terms and Conditions are subject to change at any time.