



REFERRAL PARTNERSHIP AGREEMENT

This document serves as a written agreement for a referral partnership between

The service provider (further also referred to as YSBL)

Company name: **Your SPACE by Lucie**
Chamber of Commerce number: **73991228**
Registered at: **Ijburglaan 529, Amsterdam**
Operated by: **Lucie Krobova**

and

The referral partner

Company name:
Chamber of Commerce number:
Registered at the address:
Company contact person:

This Referral Partnership Agreement is in place to define the process, responsibilities, and expectations of both parties and to protect them from any abuse or misunderstanding.

I. Relationship between parties

Both parties are fully independent companies with no employment relationship and hold no liability to each other. Both parties are free to create referral partnerships with other companies on the free market.

This partnership is entered to benefit both parties. It is based on the exchange of referred clients provided by the referral partner and referral commissions paid out by the service provider.

Shall the roles reverse, and the referral partner would ask YSBL to provide leads and clients to them, an independent agreement with its own rules and duties will be created.

II. Crucial definitions

Lead referrals/referred leads are referral partner's clientele (past, current, or potential) that fall into the same niche as the clients of YSBL. They are recommended to purchase home-organizing services from YSBL and are referred to YSBL directly.

The referred lead converts into a referred client when they choose to purchase YSBL's services by accepting their project proposal and paying a project deposit.

A referral commission is a financial reward the referral partner receives from YSBL immediately after their referred lead becomes referred client.



III. The referral process and tracking

1. Before this partnership, both parties hold an Introduction call, where YSBL introduces the referral partner to their client niche and their ideal client profile and defines the kind of leads they are looking for from their partners.
2. The referral partner looks for those leads amongst their own clientele and recommends YSBL as an additional home-organizing service. If the client lead is interested, the referral partner refers them to YSBL via an Email Introduction. In the email introduction, the referred lead and the service provider are put directly in touch and now have each other's contact and interest.
3. Upon the email introduction, YSBL will take the referred lead through their sales process, in which the referral partner is no longer involved. This sales process can take anywhere from a week to a month, depending on the referred lead's response time.
4. YSBL keeps track of each referred lead and informs their referral partner about the progress of their sales process.
5. If the referred lead converts into a referred client at the end of the process, the referral partner is immediately due to receive the referral commission.

If the referred lead hasn't engaged with the sales process or rejected to work with YSBL in the end, this lead is not considered a successful lead, and there is no referral commission payout. YSBL keeps this lead on their list of referral leads, and shall the lead convert into a client in the future, the referral partner is still due to receive the referral commission.

IV. Responsibilities and rights of the referral partner

- Participating in the Introduction call with YSBL
- Knowledge of the niche, ideal client profile, and a good quality lead for YSBL
- Understanding the services, expertise, serviced locations, and uniqueness of YSBL and not misinterpret any of it to the potential clients
- Scanning each of their clients to see if they are in need/could benefit from YSBL's services and recommending YSBL to those who are
- Referring those clients who show interest upon the recommendation and putting them directly in touch with YSBL via an Introduction Email.
- Has the freedom to provide as few or as many referral leads per month as are fitting the profile of a good quality lead
- Always advertising YSBL in a positive light and avoiding any speech that would damage the image or reputation of the service provider (also relevant to any employees or associates of the referral partner)
- Behaving honestly and fairly and expecting the same behavior from YSBL



- Staying outside of the sales process between YSBL and the referred lead, understanding that the process is confidential
- Has access to the sales process tracking in Google Docs and can see updated information about the sales process at any time
- Has the right to cross-check with the referred lead that the information provided in tracking is truthful
- Provides YSBL with a bank account to which the referral commission is to be paid out when due

V. Responsibilities and rights of the service provider – Your SPACE by Lucie

- Holding an Introduction call with the referral partner and educating them on their services, providing client's reviews and stating their expertise, defining their niche, ideal client profile, and the quality leads they desire
- Taking immediate action upon the Introduction Email to take the referred lead through a sales process
- Tracking and updating each referral lead and their sales process in a Google sheet that is shared with the referral partner and accessible to them at any time
- Informing the referral partner about the outcome of each sales process
- Paying out referral commission for each referral lead that converts into a referral client, no matter how long after the Introduction Email this conversion happens
- Vowing to stay honest and truthful about each sales process results concerning their referral leads

VI. Referral commission

The referral commission is a financial reward of 100€ inclusive of VAT. This amount is paid out electronically as soon as possible to the provided bank account of the referral partner each time it is due. YSBL provides a receipt and a screenshot of the payment for reference each time the payout happens.

If there are more frequent commissions within one month, the parties can agree on whether the total of the outstanding payments shall be paid in one monthly sum or individually after each conversion.

There is no maximum amount of commissions a referral partner can earn in any given period. This commission is a fixed and non-negotiable price that does not depend on the type or size of the project being sold to the referred client.

VII. Promotion methods

To promote, recommend, and refer the service provider to the referral partner's clientele, the referral partner must fully understand YSBL services. The statements below are to be remembered to avoid any misinterpretations. Those are also introduced during the Introduction Call, together with the niche and ideal client and lead information.



The referring partner promotes and recommends YSBL as a home-organizing service that helps their clients with decluttering, organization, storage solutions, and pre and post home relocations. YSBL works mainly with private persons and focuses on residential organizing. However, organizing businesses are also within their services.

YSBL services areas in North and South Holland and provides their services in the English language, mainly because they are specialized (not exclusively) in the expat market.

Clients' main results after working with YSBL are more mental clarity and peace of mind, reduced house-related stress levels, and extra time gained thanks to efficient organization systems.

YSBL is not an interior design, architecture company, or cleaning service. They work in homes and design organizational and storage systems for physical spaces. Nonetheless, the main focus is not on aesthetical design results or cleanliness but on the efficiency of the space and its use and the inner well-being the client experiences by living in an organized and clutter-free space.

YSBL follows no popular organizing method or trends, as they have their own developed system of work and their own home-organizing method. This method focuses on approaching each project with an original solution best fitting for the particular client and their lifestyle. YSBL is also trained to work with and aid the neurodivergent clientele with their space organization.

YSBL provides a free consultation call to each potential client as a beginning part of their sales process. This consultation is always free of charge.

VIII. Confidentiality

All documents, protocols, and tracking sheets shared between these two partners are fully confidential. None of such information shall be shared with a third party except for the information necessary to complete the referral process between the referral lead and the service provider.

IX. Agreement duration and termination

This Agreement comes into effect on the date of the signing. It is valid indefinitely. However, it can be terminated at any time by each party.

To terminate this Agreement, the exiting party must send a written and signed statement with the reason(s) and a datum of the termination. The partnership can be terminated only in case there are no outstanding obligations of any party towards the other. Before exiting, those obligations must first be fulfilled (such as all referral commissions need to be paid out).



I. Governing Law

The applicable law of The Netherlands governs this Agreement.

II. Signatures

I have read and understood all above points of the referral partnership agreement. I have joined the Introduction call and am familiar with my rights and responsibilities. I enter this partnership based on my free will.

Datum: _____

Place: _____

Referral partner signature: _____

Service provider signature: _____