

Referral Reward Scheme

Terms & Conditions

Version 2 - Published 2 October 2026

Applies to referrals first received after publication of Version 2. Earlier referrals retain their original terms.

These Terms and Conditions apply to the Tynevolt Referral Reward Scheme operated by Tynevolt Ltd, company number 17331271, whose registered office is at 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ ("Tynevolt", "we", "us" or "our").

By making a referral under the scheme, you agree to these Terms and Conditions.

1. How the referral scheme works

The Tynevolt Referral Reward Scheme rewards people who introduce a new customer to Tynevolt and that introduction results in qualifying paid electrical work.

You do not need to be an existing Tynevolt customer to make a referral.

Existing Tynevolt customers are also welcome to refer friends, family members, colleagues, neighbours or other contacts.

Referral rewards range from £20 up to a maximum of £1,000 per successful referral, depending on the qualifying value of the work secured.

2. Referral reward amounts

The reward is based on the final qualifying value of the referred customer's first qualifying project with Tynevolt:

Qualifying value (see section 3)	Referral reward
£250 - £499.99	£20
£500 - £999.99	£30
£1,000 - £1,999.99	£50
£2,000 - £9,999.99	£100
£10,000 - £24,999.99	£250
£25,000 - £49,999.99	£500
£50,000 or more	£1,000

The maximum reward payable under the standard Referral Reward Scheme is £1,000 per referred customer/project.

There is no additional percentage commission above these amounts unless Tynevolt has agreed a separate arrangement in writing.

3. What counts as the qualifying job value?

For referrals first received after publication of Version 2, the qualifying value is the final Tynevolt invoice value excluding VAT, less the purchase cost of materials and equipment supplied by Tynevolt and any third-party fees passed on at cost. In practical terms, Tynevolt labour charges and the markup on materials or equipment count; the underlying material or equipment purchase cost does not.

Tynevolt labour charges include electrical work delivered through our subcontractors. Internal wages, ordinary business overheads and the referral reward itself are not deducted from the qualifying value.

Discounts, refunds, credit notes, cancelled work and free or warranty remedial work do not count. Costs paid directly by the customer to another supplier or contractor, interest, finance charges and penalties are excluded.

For example, an invoice of £3,000 excluding VAT with £2,800 of material purchase costs has a qualifying value of £200 and earns no reward. An invoice of £4,000 excluding VAT with £1,000 of material purchase costs has a qualifying value of £3,000 and earns £100.

Stages and genuine agreed variations within one project are combined. Unrelated jobs are not combined except as expressly allowed in section 9. All amounts are calculated to the nearest penny.

We will record the qualifying value and reward band and explain the calculation if queried, without disclosing confidential customer or supplier information unnecessarily. A reward is not reduced simply because Tynevolt later considers a properly accepted job less profitable than expected.

Referrals received before Version 2 was published retain the qualifying-value calculation in the terms applying when they were received.

4. Who can make a referral?

The standard scheme is open to individuals aged 18 or over.

A referrer does not need to have previously used Tynevolt.

Tynevolt directors and employees cannot claim referral rewards under this scheme.

The scheme is intended primarily for personal and occasional referrals. Businesses, professional introducers, agents or organisations that regularly introduce work to Tynevolt may require a separate written referral or commercial agreement.

There is no limit on the number of genuine different new customers an eligible individual may introduce. A business acting as an introducer, or a person negotiating ongoing commission or representing another business, must agree a separate written arrangement before referrals outside this standard personal scheme are made. We will not retrospectively reject a valid standard referral merely because an individual has introduced several customers.

A referrer must not breach duties owed to an employer, client or other organisation. Section 20 explains the additional requirements for commercial introductions.

5. Who counts as a new customer?

A qualifying customer must be genuinely new to Tynevolt: they must not have previously had paid Tynevolt work or already be recorded as an active enquiry, quotation, booking or project before the claimed introduction.

Different names, contact people, addresses, properties, purchase orders, invoices or trading names do not by themselves create different customers. A landlord or business is one customer even when it has several properties or employees.

Businesses under common ownership or control, and a customer using another person or entity to contract for the same work, are treated as one customer for this scheme unless Tynevolt agrees otherwise in writing before the introduction. Genuinely separate individuals are not excluded merely because they are relatives or share an address, but the same household project cannot generate multiple rewards.

Any exceptional recognition of an existing customer must be expressly agreed in writing before the relevant work is booked.

6. Recording and verifying an introduction

The customer must identify the referrer before or when first contacting Tynevolt about the work. Alternatively, with the customer's permission, the referrer may introduce them first. Merely adding a name after an independently generated enquiry is not a genuine introduction.

We record the date, customer, referrer and terms version. The customer must confirm who introduced them if reasonably requested. A dated message or introduction may be requested where there is a genuine uncertainty; simply knowing the customer does not establish a referral.

Referrers do not have to register in advance or be existing customers. Referrals can be recorded by message, email or telephone, or through any referral form or code we provide. We will acknowledge the record when practicable.

Claims made after a quotation is accepted or work booked do not qualify unless there is evidence that a valid timely introduction was already made and its omission was an administrative error. We will correct documented recording errors fairly.

7. Duplicate or competing claims

Only one reward is payable for each new customer's first qualifying project. We use the earliest verified genuine introduction that led to the enquiry, considering the customer's confirmation and dated records.

Multiple claims do not create additional rewards. A shared introduction can have a split reward only if the participants and Tynevolt agree the split in writing before the quote is accepted; the combined amount remains capped at the applicable single reward.

If the evidence is conflicting, we will explain the issue and give claimants a reasonable opportunity to provide evidence before deciding. We will not refuse a valid reward merely because a competing unsupported claim is made.

8. One reward per new customer and project

The standard scheme pays one reward for the genuine new customer's first qualifying project. Later unrelated work, additional properties or repeat orders from the same customer do not earn another standard reward.

Genuine stages and agreed variations forming part of the first project count towards that project's final qualifying value. Section 9 covers directly related follow-on work from an initial small job.

Artificially splitting a project, changing the contracting name or routing invoices through connected persons does not create additional rewards. Separate introducer agreements may expressly provide for repeat work.

9. Initial small jobs and related work

No reward is payable where the final qualifying value is below £250.

Genuine directly related work instructed within 90 days of the original small job can be included when it reasonably forms part of the same project. Unrelated jobs cannot be pooled merely to reach a reward threshold.

If that related work increases the qualifying value after a reward was paid, we will pay any difference between the original reward and the final applicable band after the additional work is completed and fully paid. This is a top-up to one reward, not a second reward.

10. When the reward becomes payable

A referral reward is earned only when:

1. the referred customer has accepted Tynevolt's quotation or instruction for the qualifying work;
2. the qualifying work has been completed to the extent required under the agreed contract;
3. Tynevolt has issued the relevant invoice or invoices; and
4. Tynevolt has received full cleared payment from the customer for the qualifying project.

A quotation, enquiry, site visit, provisional booking or accepted estimate by itself does not create an entitlement to a referral reward.

Tynevolt may choose to pay a reward earlier on large or staged projects, but is not required to do so.

11. How referral rewards are paid

Referral rewards will normally be paid by bank transfer.

Once the qualifying customer has paid Tynevolt in full, we may contact the referrer to obtain the information required to make payment.

We aim to make qualifying referral payments within 14 days of the qualifying conditions being satisfied and receiving the necessary payment details from the referrer.

The referrer is responsible for providing accurate payment information.

12. Cancellation, refunds and overpayments

Cancelled or unpaid work earns no reward. Reduced scope, discounts, refunds and credit notes reduce the qualifying value before payment. An enquiry, deposit or provisional quotation does not establish the final band.

For an innocent referrer, a reward paid under Version 2 may be recalculated only where a refund or payment reversal within 90 days of the reward payment reduces the qualifying value, or an identifiable duplicate payment or calculation error was made. We will not reclaim an innocent referrer's reward for a refund arising solely from Tynevolt's defective work or failure to perform the contract.

Recovery is limited to the difference between the reward paid and the correct reward; it cannot exceed the amount received. We must give written reasons and the calculation within 30 days of learning of the issue and, for an innocent referrer, no later than 90 days after the reward payment.

A referrer will have at least 28 days after receiving that explanation to repay a confirmed overpayment. They may query the calculation under section 22; we will pause collection of a genuinely disputed amount while reviewing it. No penalty or administration fee is charged.

The 90-day limitation does not prevent recovery of a reward obtained by the recipient's deliberate fraud or knowing fabrication, subject to applicable law. These recovery provisions apply only to referrals first received under Version 2, not retrospectively to earlier referrals.

13. Self-referrals and connected interests

You cannot refer yourself or work you are commissioning for your own benefit. This includes work on property you own or jointly own, work you are paying for, or a contract placed by a business you own or control.

Using a spouse, partner, relative, employee, nominee, different trading name or another controlled business to disguise such an arrangement does not qualify.

Genuine referrals of friends or family are allowed where the referrer is not commissioning, owning, paying for or otherwise materially benefiting from the referred work. Receiving the permitted referral reward alone is not a disqualifying benefit.

Referrers must disclose a relevant ownership, financial, employment or decision-making interest before the work is booked. Employment relationships are considered under section 20; they are not automatically treated as ownership.

14. Genuine work, fraud and manipulation

Rewards are for genuine introductions that lead to real electrical work. Fabricated introductions, impersonation, forged evidence, coordinated false claims and misleading ownership or customer details do not qualify.

Only work genuinely required by the customer, agreed, performed and paid counts. Artificial invoice inflation, sham charges, circular payments and artificial splitting or pooling intended to increase a reward are excluded. Genuine additional work and genuine variations remain eligible.

A referrer cannot set Tynevolt prices, promise discounts, require a customer to order unnecessary work or commit Tynevolt to a fee. Any referral reward and customer discount must be accounted for separately; the reward is calculated on the final qualifying value after discounts.

We may withhold the disputed part of a reward while investigating reasonable evidence of manipulation. We will explain the concern, request only proportionate evidence and normally decide within 30 days of receiving the necessary information. Any longer delay will be explained, and any undisputed reward will be paid normally.

Refusal or cancellation must be based on a stated eligibility condition or reasonable evidence of abuse. Complaints, good-faith questions or an unexpectedly low Tynevolt profit do not themselves justify withholding a valid reward.

15. Permission to share personal information

Please do not provide another person's telephone number, email address, address or other personal information to Tynevolt without their permission.

An easy alternative is to give the prospective customer Tynevolt's contact details and ask them to mention your name when they get in touch.

Any personal information provided to Tynevolt will be handled in accordance with our Privacy Notice.

16. Public recommendations and social media

You are welcome to recommend Tynevolt to others.

If you promote or recommend Tynevolt publicly, including through social media, websites, blogs or other public channels, with the intention of receiving a referral reward, you should make the financial incentive clear.

Where applicable advertising rules require the recommendation to be identified as advertising, the appropriate clear advertising disclosure should be used.

Referrers must not make false, misleading or unauthorised claims about Tynevolt, our services, qualifications, accreditations, prices or availability.

17. No authority to act for Tynevolt

Participation in the referral scheme does not make a referrer an employee, agent, representative, partner or authorised salesperson of Tynevolt.

Referrers cannot enter into agreements, provide quotations, promise prices, guarantee availability or make commitments on behalf of Tynevolt.

All work remains subject to Tynevolt reviewing the enquiry and deciding whether to quote for or accept the work.

18. We are not required to accept referred work

A referral does not guarantee that Tynevolt will accept the job.

We may decline an enquiry for reasons including location, availability, scope, safety, technical requirements, commercial suitability or any other legitimate business reason.

No referral reward is payable where Tynevolt does not accept and complete qualifying work.

19. Taxes and other obligations

Referral rewards are paid gross.

The recipient is responsible for determining whether any tax, accounting, VAT or reporting obligations apply to the reward they receive.

Tynevolt does not provide personal tax advice to participants in the scheme.

20. Trade contacts and commercial arrangements

Independent trade contacts can make genuine personal introductions under the standard scheme. A customer-owning or controlling business cannot earn a self-referral reward for its own contract.

If a referrer selects, recommends or approves contractors for an employer or client, or can influence purchasing decisions on its behalf, they must disclose the intended reward and obtain that organisation's written approval before making the incentivised introduction. We may request confirmation. Employer approval does not excuse improper conduct.

No reward is offered to induce a breach of duty, misuse of confidential information, manipulation of procurement or other improper conduct. Secret commissions are not permitted. Introductions involving public-sector procurement or public officials require a separate appropriate review before any reward is agreed; this standard scheme does not promise a reward in those circumstances.

Separate written introducer, subcontracting or commercial agreements may be agreed. They take precedence only for the specific referrals they cover. No referral reward is automatically payable on top of a subcontract margin, other introduction commission or another Tynevolt reward for the same introduction unless agreed in writing beforehand.

Any additional trade bonus or repeat-work commission must have its amount, cap, period and eligibility expressly agreed in writing before the relevant referral. No such bonus is included automatically in the standard reward table.

21. Version, commencement and future changes

Version 2 was published on 2 October 2026 and applies only to referrals first received after this version was published. The earlier published terms dated 1 October 2026 remain applicable to referrals first received before publication of Version 2.

We will record the applicable version with each introduction. A valid timely introduction retains that version's eligibility and reward calculation while the resulting project is quoted, completed and paid, even if the scheme subsequently changes or ends.

The scheme has no fixed closing date. We may amend, suspend or withdraw it for future introductions by publishing a dated notice. Changes do not retrospectively reduce a valid referral's rights. A separately agreed written commercial arrangement is governed by its own change provisions.

Previous terms are available at tynevolt.co.uk/referral-terms-2026-10-01.

22. Disputes

To query a record, calculation, refusal or repayment request, contact info@tynevolt.co.uk with the customer or project reference and any relevant introduction evidence.

We will acknowledge the query and aim to give a reasoned written response within 14 days. If more information or time is needed, we will explain why and give an updated timescale. We will consider the evidence fairly; our internal decision does not prevent a participant using available legal remedies.

No term excludes statutory rights or responsibilities which cannot lawfully be excluded.

23. Governing law

These Terms and Conditions are governed by the laws of England and Wales, subject to any mandatory legal rights that may apply to a participant elsewhere in the United Kingdom.

24. Promoter

Tynevolt Ltd

Company number: 17331271

Registered office: 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ

Website: tynevolt.co.uk

Reward summary

Refer a new customer to Tynevolt and earn from £20 up to £1,000 when your referral results in qualifying completed and fully paid work.

Maximum standard referral reward: £1,000 per referred customer/project.