

## **Free for Life - Never Pay for Security Again**

InGrid's Free for Life program is designed to reward our customers who bring new friends into the InGrid family. For each new InGrid customer you refer, you can earn up to one free year of service. If you refer five customers, you will earn free InGrid service for life.

### **Here's How It Works**

- You must have purchased your InGrid system directly from InGrid or an official designated InGrid partner (participating partners are defined in *The Fine Print* on pg 2).
- You will receive up 1 free year of service for each new InGrid customer that you refer.
- A monthly credit will be applied for each month of service paid by your referral.
- Once you have earned the equivalent of 5 years of service credits, you will receive Free Service for Life.
- Any customer that you refer may, in turn, refer their own customers and also earn free service credits.

### **How to Make a Referral**

1. Log onto [www.MyInGrid.com](http://www.MyInGrid.com) and click on "Earn Free Service."
2. You will be directed to a referral email template containing an invitation to become an InGrid customer and a link which identifies your referring information. You may personalize an introduction in the email, but please do not change the link information.
3. Forward the email to your friends and family.
4. When someone you referred purchases home security from InGrid, you will receive one free month of service for each of your referred customer's paid months.

## The Fine Print

- InGrid's Free for Life offer is valid for active InGrid customers at the time of referral. You may not refer yourself.
- Referred customers must purchase directly from the InGrid website via the Free for Life referral email OR an InGrid customer service representative.
- The referred customer must provide your referral information at the time the order is placed -- retroactive referrals cannot be accepted.
- Each free service credit can be attributed to direct referrals only. You will not earn extra credits for referrals obtaining *their* referrals.
- For each customer you refer that purchases an InGrid system you will earn up to 1 year of free service as follows:
  - Service credits are earned on a month by month basis for up to 12 months.
  - Service credits are applied 60 days after your referral pays their service fees.
  - If the referred customer defaults, suspends, or cancels, service credits are not earned.
  - The referred customer must purchase and remain in good standing with a monthly service plan of equal or greater monthly price to the referring customer's monthly service plan (for example, a \$29.99 professionally monitored customer cannot receive credit for a \$19.99 self-monitored customer).
  - Service credits may not be applied retroactively or to satisfy past due amounts or previous paid months.
- If someone you referred chooses to purchase by calling customer service rather than ordering online, your referral must use the Referral ID contained in the email from you in order for you to receive credit.
- If a referral receives emails from multiple InGrid customers, the last link clicked will determine the referring customer who receives Free for Life credit.
- Credits are non transferable. If you move, you are permitted to change the address on your account to your new address without losing service credits. You are not permitted to change the name on the account.
- Service credits must be used in consecutive months. If you default on your service agreement, cancel or suspend service, all unused service credits are forfeited. Service credits may only be used for service from InGrid and are not exchangeable for cash. Forfeited service credits have no cash or service value and cannot be reinstated.
- Free service credits only apply to the monitoring service. Add-on services that require additional monthly fees (e.g. live camera or cellular backup service) must always be paid by you on time. Add-on services are not eligible for free service credits.
- You must have purchased your system directly from InGrid, Amazon, Crutchfield, or Best Buy. Customers of other InGrid partners are not eligible for the Free for Life program.
- A referred customer is subject to the terms of the service agreement, and if the referred customer defaults on the service agreement, the referred customer is not eligible to participate in this program.
- The number of service credits you have earned and used will be tracked and displayed in MyInGrid.
- All decisions by InGrid, with respect to referring or referred customers or the earning, application, or cancellation of service credits, are final.
- This program may be withdrawn, cancelled, suspended or modified by InGrid at any time and without prior notice.