

Dob in a Good Business

Client Referral Program — Terms and Conditions

Version 3.0 | Effective: 13 August 2026

IMPORTANT — PLEASE READ CAREFULLY

These Terms and Conditions govern participation in the Localsearch Client Referral Program. By submitting a referral, you confirm that you have read, understood, and agreed to be bound by these terms. If you do not agree, do not participate in the Program.

1. Definitions

The following terms have the meanings set out below when used in these Terms and Conditions:

Term	Meaning
Localsearch	Localsearch Operations Pty Ltd ABN 64 130 550 971, and its related bodies corporate.
Program	The Dob in a Good Business Client Referral Program governed by these Terms and Conditions.
Referrer	An existing Localsearch client who submits a referral under the Program.
Referee	A third-party business introduced to Localsearch by a Referrer via the Program.
Referral	A submission made by a Referrer introducing a Referee to Localsearch.
Minimum Spend	A Recurring Monthly Spend of at least \$199 per month, excluding GST, under the Referee’s signed agreement with Localsearch, payable on an ongoing basis for the term of that agreement.
Recurring Monthly Spend	The recurring monthly subscription or retainer amount, excluding GST, payable by the Referee under their signed agreement with Localsearch. It excludes one-off fees, set-up or build fees, and third-party advertising spend passed through to advertising platforms.
Reward Tier	The tier set out in the table in clause 5.2 that corresponds to the Referee’s Recurring Monthly Spend, and which determines the value of the Reward.
Converted Referral	A Referral where the Referee has entered into a signed agreement with Localsearch that meets or exceeds the Minimum Spend, and has made their first payment under that agreement.
Reward	The incentive issued by Localsearch to a Referrer upon a Converted Referral, as described in clause 5.
Attribution Window	The 90-day period from the date of Referral submission during which a Converted Referral is eligible to trigger a Reward.
Active Client	A Localsearch client with a current, valid agreement that is not in breach or arrears.

Program Terms	These Terms and Conditions, as amended from time to time in accordance with clause 10.
ATO	The Australian Taxation Office.
ACL	The Australian Consumer Law, as set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth).

2. Eligibility

2.1 Referrer Eligibility

To participate in the Program as a Referrer, you must, at the time of submitting a Referral and at the time a Reward is issued:

- be a current Active Client of Localsearch;
- have no outstanding invoices overdue by more than 30 days;
- not be in breach of your client agreement with Localsearch; and
- not be a Localsearch employee, director, contractor, or immediate family member of any of the above.

2.2 Referee Eligibility

A Referee is eligible to be the subject of a Converted Referral if they:

- have not held a Localsearch account, or have not been an active Localsearch client, within the 24 months immediately preceding the date of Referral submission;
- are a legitimately operating business entity at the time of conversion;
- have entered into a signed agreement with Localsearch that includes an ongoing Minimum Spend of at least \$199 per month, excluding GST; and
- have not previously been referred under the Program by a different Referrer within the Attribution Window.

2.3 Ineligible Referrals

A Referral will not qualify for a Reward if:

- the Referee is a Localsearch employee, director, or contractor, or their immediate family member;
- the Referee's signed agreement with Localsearch is for less than the Minimum Spend, or is varied, downgraded or cancelled so that it falls below the Minimum Spend before the Referee's first payment is made;
- the Referral was made through a third-party lead generation service or aggregator not authorised by Localsearch;
- the Referral submission contains false, misleading, or incomplete information; or
- the Referrer and Referee are related entities (e.g. same ownership group, franchise network, or holding company), unless approved in writing by Localsearch prior to submission.

3. How to Make a Referral

To make a valid Referral, the Referrer must:

- 1 Submit the Referee's business name and primary contact details via the Referrer's unique referral link or the official Referral submission form provided by Localsearch.

2 Ensure the Referee has consented to their contact details being shared with Localsearch for the purpose of a sales introduction.

3 Not submit a Referral on behalf of a Referee without that Referee's knowledge and prior consent.

Localsearch reserves the right to reject any Referral that does not comply with these requirements or that it determines, in its reasonable discretion, to be invalid.

4. Attribution and Tracking

- Each Referral will be tracked via the Referrer's unique referral link or via manual CRM tagging at the time of submission.
- The Attribution Window is 90 days from the date of Referral submission. A Referee who converts after the Attribution Window has expired will not trigger a Reward.
- Where a Referee has been referred by more than one Referrer, attribution will be assigned to the first valid Referral submission on record. Subsequent Referral submissions for the same Referee within the same Attribution Window will not be eligible.

5. Rewards

5.1 Reward Trigger

A Reward is issued only upon a Converted Referral — that is, when the Referee has signed a client agreement with Localsearch that meets or exceeds the Minimum Spend of \$199 per month (excluding GST) and has made their first payment under that agreement. Submission of a Referral alone, a Referee merely expressing interest, or a signed agreement below the Minimum Spend, does not trigger a Reward.

5.2 Reward Tiers and Value

The value of the Reward for a Converted Referral is determined by the Referee's Recurring Monthly Spend under their signed agreement, as set out in the following table:

Reward Tier	Referee's Recurring Monthly Spend (ex GST)	Reward Value
Tier 1	\$199 to \$348 per month	\$100
Tier 2	\$349 to \$999 per month	\$250
Tier 3	\$1,000 or more per month	\$500

- The applicable Reward Tier is determined by the Recurring Monthly Spend recorded in the Referee's signed agreement at the time of their first payment.
- Where the Referee's agreement is varied before their first payment, the Reward Tier is determined by the Recurring Monthly Spend applying at the time that first payment is made.
- One-off fees, set-up or build fees, and third-party advertising spend passed through to advertising platforms are not counted towards the Recurring Monthly Spend for the purpose of determining the Reward Tier.
- A Recurring Monthly Spend below \$199 per month (excluding GST) does not attract a Reward.

5.3 Reward Types

For each Converted Referral, the Referrer may choose one of the following Rewards, to the value of the applicable Reward Tier:

- Account credit applied to the Referrer's Localsearch account. Account credit does not expire while the Referrer's account remains active; any unused credit is forfeited on closure of the account.
- A prepaid e-gift card, delivered to the Referrer's nominated email within 10 business days of conversion. Prepaid e-gift cards are subject to the issuing provider's expiry terms, which will be notified to the Referrer at the time the card is issued.

5.4 Reward Delivery

Rewards will be delivered within 10 business days of the Converted Referral being verified by Localsearch. Localsearch will notify the Referrer by email when a Reward has been processed.

5.5 No Cap on Referrals

There is no limit on the number of Referrals a Referrer may submit. Each Converted Referral by an eligible Referrer will attract one Reward at the applicable Reward Tier.

5.6 Non-Transferable

Rewards are personal to the Referrer and may not be transferred, assigned, or redeemed by any other party. Rewards have no cash value except as expressly stated in clauses 5.2 and 5.3.

5.7 Transitional Arrangements

- Referrals submitted before 13 August 2026 are governed by Version 1.0 of these Terms and Conditions: the Reward value for those Referrals is \$100 and the Minimum Spend requirement does not apply to them.
- The Reward Tiers in clause 5.2 and the Minimum Spend requirement apply to Referrals submitted on or after 13 August 2026.

6. Privacy and Data Handling

6.1 Referrer Obligations

By submitting a Referral, the Referrer warrants that:

- the Referee has consented to their contact details being provided to Localsearch for the purpose of a commercial introduction;
- the Referrer has not obtained the Referee's contact details through unlawful means; and
- the Referrer has, where required, notified the Referee that their information will be shared with Localsearch.

6.2 Localsearch Obligations

Localsearch will handle all personal information collected through the Program in accordance with:

- the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs);
- Localsearch's Privacy Policy, available at <https://business.localsearch.com.au/privacy>; and
- any applicable state or territory privacy legislation.

On first contact with a Referee, Localsearch will disclose how it obtained the Referee's contact details and provide information about how that data will be used and stored, in accordance with APP 5.

6.3 Retention and Deletion

Referee data collected through the Program will be retained for no longer than is necessary for the purpose for which it was collected. Where a Referee does not convert within the Attribution Window, their data will be reviewed for deletion within 30 days of the window closing, unless there is a separate lawful basis for retention.

7. Electronic Communications and the Spam Act

All electronic communications sent by Localsearch to Referrers and Referees in connection with the Program will comply with the Spam Act 2003 (Cth), including by:

- only sending commercial electronic messages where there is express or inferred consent, or where a recognised exception applies;
- clearly identifying Localsearch as the sender of all messages;
- including a functional unsubscribe mechanism in all commercial electronic messages; and
- honouring unsubscribe requests promptly and within the timeframe required by law.

The Referrer must not, in connection with the Program, send unsolicited commercial electronic messages to any Referee on behalf of Localsearch or purportedly on behalf of Localsearch.

8. Tax

The following applies to the tax treatment of Rewards:

- Rewards may constitute assessable income for the Referrer depending on the Referrer's tax position and the nature of the Reward. Referrers are responsible for seeking their own tax advice regarding the treatment of any Reward received.
- Where required by law, Localsearch will report Reward payments or benefits to the ATO.
- GST: For a Reward taken as account credit, Localsearch will provide a credit memo showing the applicable GST. For a Reward taken as a prepaid e-gift card, no tax invoice is issued when the card is provided, as GST is accounted for when the card is redeemed.
- Localsearch makes no representation as to the tax treatment of Rewards for any individual Referrer and accepts no liability for any tax liability arising from participation in the Program.

9. Australian Consumer Law

The Program is designed to reward Referrers for completed referrals and is not structured as a referral selling arrangement within the meaning of section 49 of the ACL. In particular:

- no Reward is promised to a Referrer as a condition of, or inducement to enter, their own client agreement with Localsearch;
- Rewards are issued only after a Referee has independently entered into an agreement with Localsearch and made their first payment; and
- participation in the Program is entirely voluntary and independent of a Referrer's existing contractual relationship with Localsearch.

Nothing in these Terms and Conditions is intended to exclude, restrict, or modify any right or guarantee that cannot lawfully be excluded, restricted, or modified under the ACL.

10. Program Modification and Termination

- Localsearch may amend, suspend, or terminate the Program at any time by giving Referrers not less than 14 days' written notice (which may be provided by email to the Referrer's registered account email address).
- Localsearch may amend the Reward Tiers, Reward values, the Minimum Spend, or other eligibility requirements for future Converted Referrals with 14 days' prior written notice. Any amendment will not affect the entitlement to a Reward for a Referral that has already been converted prior to the notice date.

- In the event of Program termination, any Reward entitlements that have been triggered (i.e. Converted Referrals already verified) prior to the termination date will be honoured.
- Localsearch reserves the right to disqualify a Referrer from the Program immediately and without notice where it reasonably suspects fraud, misrepresentation, abuse of the Program, or breach of these Terms.

11. Disputes

If a Referrer disputes a Reward determination, including the Reward Tier applied, they must:

- notify Localsearch in writing within 14 days of receiving the disputed determination, setting out the grounds of dispute;
- Localsearch will review the dispute and provide a written response within 10 business days; and
- if the dispute is not resolved to the Referrer's satisfaction, either party may refer the dispute to mediation before initiating any legal proceedings. The cost of mediation will be shared equally unless otherwise agreed.

Localsearch's records of Referral submissions, conversion events, Recurring Monthly Spend, and Reward payments are prima facie evidence of the facts recorded therein.

12. Limitation of Liability

To the maximum extent permitted by law:

- Localsearch's liability to any Referrer under or in connection with the Program is limited to the value of the Reward to which the Referrer is entitled under these Terms;
- Localsearch excludes all liability for indirect, consequential, or special loss or damage arising from participation in the Program; and
- Localsearch is not responsible for technical failures, delays, or errors in referral link generation or tracking that are beyond its reasonable control, provided that it takes reasonable steps to remedy such issues promptly.

13. Governing Law

These Terms and Conditions are governed by the laws of Queensland, Australia. Each party submits to the non-exclusive jurisdiction of the courts of Queensland in respect of any dispute arising out of or in connection with the Program.

14. Contact and Notices

Questions about the Program or these Terms should be directed to:

Localsearch Operations Pty Ltd

Referral Program Enquiries

Email: marketing@localsearch.com.au

Website: www.localsearch.com.au

ABN: 64 130 550 971