

flow[®]
P R E S S O

Flowpresso Referral Program



How the Program Works

A. Program Participation, Generally

1. To participate in the Program, Referrers shall complete the Lead Generation Form to refer colleagues to the program by entering their contact information in the relevant fields.
2. An "Eligible" Referrer who is fully compliant with these Terms and Conditions may receive "Reward(s)" for every "Qualified Referral" (all terms in quotes to be understood as defined below).
3. By participating in the Program, a Referrer represents that he or she has their Colleagues' prior consent to provide their contact information.

B. Eligible Referrer

To be "Eligible," a Referrer must:

1. Own a Flowpresso;
2. The referral must be a Licenced Health Practitioner.

C. Making a Referral

1. A Referrer must complete a lead generation form to make a referral. Once a Referrer refers a Colleague, he/she will be provided with a confirmation email that MHL have received the Form. The Referrer will be contacted if a Qualified Referral purchases a Flowpresso.
2. Referrers must respect the spirit of the Program by only referring real individuals who meet the requirements of these Terms and Conditions. Referrers cannot refer themselves. For example, a Referrer may not create multiple or fake accounts with MHL or participate in the Program using multiple or fake email addresses or identities.

D. Qualified Referrals

A "Qualified Referral" means that all the following conditions are met:

- I. Purchase must be made through Medella Health's Direct Sales Team

The referred colleague must complete the purchase of a Flowpresso unit through a direct sales representative of Medella Health.

Please note: If the colleague has registered with Medella Health through any other method (e.g., online enquiry, third-party referral, or previous communication with our team), it will not be counted as a Qualified Referral.

- II. The Referral must be a New Customer

The referred colleague must not have previously made a purchase from Medella Health, including under any alternate email address.

- III. The Referral must be a Licenced Healthcare Practitioner

- IV. Only one Qualified Referral can be claimed per referred colleague

Additional or future purchases by that same colleague are not eligible for further referral rewards.

Expectations & Earning Rewards

E. Expectations of the Referrer

To maintain the integrity and value of our program, we ask that the person making the referral (Referrer) invests meaningful time and effort into supporting the potential buyer. This includes:

- Spending time to educate the person you are referring about Flowpresso and sharing your personal experience and results.
- Offering a free demonstration session where possible.
- Answering initial questions and guiding them toward readiness to purchase.

This should be more than a casual mention or brief conversation—it requires intentional advocacy and time spent helping the potential purchaser gain confidence in the product. We appreciate our clinics who go the extra mile to share Flowpresso with colleagues in a way that is genuine, informed, and values based. Your role as a trusted connector is key to the success of this program.

F. Earning Rewards

The Rewards for this program are as follows:

- Each successful referral will earn USD1100 cash, or local currency equivalent depending on the country where the purchase is made.
- Your referee will also receive a complimentary mini-Business in a Box.

Incentives will be earned in the currency in which the Flowpresso unit is sold.

Verified Qualified Referrals

Rewards are subject to verification. MHL may delay a Reward for the purposes of investigation. MHL may also refuse to verify and process any transaction MHL deems, in its sole discretion, to be fraudulent, suspicious, in violation of these Terms and Conditions, or believes will impose potential liability on MHL, its subsidiaries, affiliates or any of their respective officers, directors, employees, representatives and agents. All of MHL's decisions are final and binding, including decisions as to whether a Qualified Referral or Reward is verified.

Payment of Rewards

Rewards will be processed 30 days after the initial purchase of the Colleague to allow for the MHL Refund Policy.

Any bank fees or charges incurred during receipt of payment are the responsibility of the Referrer.

7 Key Steps of Referral



Complete the Lead Form on the Flowpresso website, ensuring all details are entered and submitted for approval.



We will review the lead to ensure it has not already been submitted by another referrer. Once the lead is qualified, it will be sent to our sales team.



Our Sales Representative will contact the lead and provide them with all information they required.



Once the Customer is ready to purchase and has paid, we will let you know by email. We will also ask you to confirm your details for your reward.



We have a 30 day right of return policy for customers. Once this period has passed, you will be eligible for your referral reward.



Your reward will be processed within 12 days of the return period closing.



You will be notified of payment via email. Payments will be made via Wise or Paypal.

Terms and Conditions

Medella Health Ltd ("MHL" or "We") offers brand supporters ("Referrer" or "You") the opportunity to participate in its referral program (the "Program"). We reserve the right to amend or terminate the Program at any time, for any reason. The Program is administered by MHL.

Referrers are bound by these Terms and Conditions by participating in the Program. By participating in the Program, Referrers agree to use the Program in the manner specified in these Terms and Conditions. If you do not agree to these Terms and Conditions in their entirety, you are unable to participate in the Program in any other manner.

We reserve the right to modify or amend at any time these Terms and Conditions and/or the methods through which rewards are earned. We reserve the right to disqualify any Referrers from participation in the Program at any time at our sole discretion, including without limitation if he/she does not comply with any of these Terms and Conditions.

Privacy

For Referrers to refer their Colleagues to MHL as potential new MHL customers, Referrers must necessarily submit personal information about themselves and their Colleagues, such as name and e-mail address information, so that MHL can send communications to the Colleagues on the Referrers' behalf. The personal information will be collected, processed and used in accordance with MHL's Privacy Statement, which can be found at www.flowpresso.co.nz/privacy-policy. Referrers understand that, in addition to the initial communications to Colleagues, MHL may also use the personal information to send to Colleagues additional follow-up communications on behalf of the Referrers in order to encourage or remind the Colleagues to complete a purchase. The personal information may also be used by MHL to contact Referrers with regards to their participation in the Program and to send to Referrers additional communications from MHL.

Liability

By participating in the Program, Referrers agree to:

I. Be bound by these Terms and Conditions, the decisions of MHL and its designees, and the Privacy Policy of MHL;

II. Defend, indemnify, release and hold harmless MHL, affiliates and subsidiaries, together with their respective employees, directors, officers, licensees, licensors, shareholders, attorneys and agents including, without limitation, their respective advertising and promotion entities and any person or entity associated with the production, operation or administration of the Program (collectively, the "Released Parties"), from any and all claims, actions, demands, damages, losses, liabilities, costs or expenses caused by, arising out of, in connection with, or related to Referrers' participation in the Program (including, without limitation, any property loss, damage, personal injury or death caused to any person(s) and/or the awarding, receipt and/or use or misuse of the Program or any Reward).