

Fidelis Referral Program Terms

These terms govern the program through which Fidelis customers and administrators of participating businesses may refer new businesses and receive the reward specified in the accepted Reward Offer.

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1. About the program

The Fidelis Referral Program allows eligible participants to invite a new business to discover Fidelis through a personal link or code. A reward is granted only if the referral is valid and the invited business completes the qualification conditions set out in the applicable Reward Offer.

Participation is personal and non-transferable and does not guarantee any minimum reward. Merely sharing a link, requesting information, booking a demo or starting a free trial does not automatically cause any reward to vest.

The program does not include the separate Fidelis Affiliate Program or ongoing commercial collaborations. Those activities remain subject to separate terms or agreements.

2. Organizer

The program is organized by the sole proprietorship Casettalab di Christian Cucinotta, VAT number and tax code 03815550839, with registered office at Via Germano Sommeiller 25, 00185 Rome, Italy, which operates the Fidelis service.

Email: info@fidelisapp.com

Certified email (PEC): casettalab@pec.it

3. Participants and eligibility

Only persons who have an authenticated Fidelis account and for whom an active Reward Offer is available may participate. There are two categories of participants.

- Customer: an adult natural person registered with a Fidelis product who refers a new business and may receive a gift card or an equivalent benefit.
- Store Administrator: a person authorized to manage a participating business on Fidelis who refers a new business and may receive Fidelis subscription months at no charge.

The participant must keep their information accurate and up to date, use the program lawfully, not be suspended or excluded and, if acting for a business, have the necessary authority. Fidelis may verify eligibility before granting a reward.

4. Acceptance of the terms

Customers accept these terms in the Fidelis app, while Store Administrators accept them in the Fidelis administration area. The public page allows the terms to be read, printed and downloaded, but does not by itself activate participation.

- Before creating new referrals, the participant views the current version of these terms and their Reward Offer.
- The participant separately confirms acceptance of the terms and the Reward Offer, together with any specific approvals that may be required.
- Fidelis records the authenticated identity, participant category, accepted versions and the system-assigned date and time.
- The acceptance receipt retains permanent links to the applicable HTML and PDF copies.

IP addresses and user agents are not collected solely as evidence of acceptance, unless different collection is necessary, proportionate, disclosed in the privacy notice and compliant with applicable law.

5. Reward Offer

The Reward Offer is the identified and versioned electronic document that supplements these terms and describes the benefit applicable to the participant. It may vary according to the participant category, campaign, plan purchased by the invited business and validity period.

- offer identifier and version;
- participant category and validity period;
- reward type, provider, value or quantity;
- qualifying Fidelis plans and verification period;
- attribution window, limits, stacking rules and deadlines;
- any benefit intended for the invited business;
- conditions that prevent, cancel or revoke the reward.

Gift-card amounts, providers, the number of free months and other values are not fixed in these terms. The Reward Offer shown to and accepted by the participant prevails for those details.

The nominal value assigned by the Reward Offer to each individual reward may not, under any circumstances, exceed EUR 100.00; solely for the purposes of this limit, subscription credits are valued at the nominal value stated in the Reward Offer, even if that amount differs from the service's list price.

Public promotional pages may describe a specific active campaign and its benefits. Those promises apply only to participants and invitees for whom the campaign is incorporated into the accepted Reward Offer.

6. How to make a referral

The participant shares the personal link or code generated by Fidelis with the owner or an authorized contact of the business. The contact completes the linked form directly or contacts Fidelis and provides the received code.

If the participant provides Fidelis with the contact person's details, the participant must first inform that person and have appropriate authorization to make the introduction. Only strictly necessary data may be transmitted.

The link or code identifies the participant but does not guarantee attribution or a reward. Fidelis verifies each referral under these terms and the applicable Reward Offer.

7. Requirements for a valid referral

A referral is valid when it comes from an active participant, identifies a genuine business that may be interested in Fidelis, is recorded through a recognized channel and precedes any other commercial contact or validly attributed referral.

Self-referrals, invented businesses, duplicates, contacts copied in bulk, existing customers, opportunities already active in the Fidelis CRM, referrals made after purchase and referrals obtained through spam, deception, collusion or breach of law are invalid.

Fidelis may request reasonable information to verify the introduction, without being required to accept or contact the referred business.

8. Attribution rules

As a general rule, the business is attributed to the first participant who records a valid and verifiable referral. The period within which a purchase may be attributed is stated in the Reward Offer.

In the event of a conflict, Fidelis considers the personal code, system timestamps, CRM records and documented communications. A duplicate does not generate a second reward. A link error may be corrected only when reliable evidence of the earlier introduction exists.

When a lead is created, the system must immutably associate the applicable version of these terms and the applicable Reward Offer version. Any administrative correction requires a reason and an audit trail.

9. Qualification and reward vesting

The reward vests only after the invited business has subscribed to a qualifying Fidelis plan, Fidelis has received the payment due and the verification period specified in the Reward Offer has ended without cancellations, refunds, chargebacks or failed payments.

The business must be active when the reward vests, unless otherwise stated in the Reward Offer. Demos, appointments, free trials and unpaid orders are not vesting events.

Technical processing times for issuing or applying the reward begin upon vesting and may depend on the benefit provider or the Fidelis billing cycle.

10. Reward for Fidelis customers

An eligible Customer receives the gift card or equivalent benefit described in their Reward Offer. The offer specifies the provider, value, delivery format, expiry and any conditions imposed by the issuer.

The reward may not be converted into cash, replaced or transferred, except where expressly provided by the Reward Offer or required by law. Fidelis may replace an unavailable benefit with one of equivalent value, after informing the participant before the replacement applies to new referrals.

11. Reward for Store Administrators

An eligible Store Administrator receives the number of Fidelis subscription months at no charge stated in the Reward Offer. The credit is applied to the Fidelis business associated with the offer and does not constitute cash or a refundable credit.

The offer determines the plan or renewal to which the credit applies, whether months may be combined and any maximum limit. If the participant's business is suspended, terminated or does not have an eligible plan, application of the credit may be deferred or excluded in accordance with the offer.

12. Optional benefit for the invited business

The invited business receives a trial period, free months, discounts or other benefits only when expressly provided by the Reward Offer. The benefit may depend on the selected plan, activation date and completion of the stated requirements.

Any benefit for the invitee is separate from the participant's reward and does not amend the general Fidelis service terms accepted by the business.

13. Cancellations, refunds and revocations

The reward does not vest or may be cancelled before issuance if payment fails, the customer cancels before the specified threshold, a refund is issued, a chargeback occurs, the referral is duplicated or fraudulent, or the participant breaches these terms in connection with the lead.

A reward already applied may be revoked or offset against future benefits only in the cases specified in the Reward Offer, where permitted by law and after the participant has been informed of the reason. The participant's mandatory rights remain unaffected.

14. Participant conduct

- present the program accurately, transparently and without deception;
- make clear that demos, commercial offers, contracts, configuration and support are handled by Fidelis;
- use only links, text, images and materials supplied or approved by Fidelis;
- honor requests not to be contacted again and protect received data;
- inform the contact person before sharing their professional details with Fidelis.

15. Prohibited activities

The participant may not present themselves as an employee, agent or authorized representative of Fidelis; enter into contracts or collect money for Fidelis; change prices or grant discounts; promise financial results or product features; collect credentials or payment data; or provide legal, tax, privacy or technical advice on behalf of Fidelis.

Spam, persistent communications, contact lists obtained without authorization, paid advertising, coupon sites, domains or profiles containing the Fidelis trademark without written consent, artificial traffic, fake accounts, simulated purchases and any attempt to circumvent program controls are also prohibited.

16. Nature of the relationship

Participation in the program does not create an employment, agency, representation, mandate, partnership, franchise or exclusive relationship. There is no fixed compensation, working schedule, minimum target, assigned territory or authority to bind Fidelis in dealings with third parties.

Anyone who promotes Fidelis on an organized or ongoing basis, conducts negotiations or participates in sales does not fall within this program and must operate under the separate Affiliate Program or an individual agreement.

17. Personal data

Fidelis processes the data necessary to manage the program, verify identity and eligibility, attribute referrals, prevent abuse, apply rewards, meet administrative obligations and handle requests or complaints.

The invited business's data must be used only to manage the referral and related activities. The system must apply data minimization and must not send names, email addresses, telephone numbers, personal codes or business data to analytics tools.

[Read the Fidelis Privacy Notice](#)

18. Trademark and materials

The participant may use the personal link and materials expressly made available or approved by Fidelis. Participation does not transfer any rights in Fidelis trademarks, software, domains or content.

Upon suspension or termination, Fidelis may deactivate the link and require the materials to be removed. The participant must stop using them without delay.

19. Suspension and exclusion

Fidelis may suspend or exclude a participant in the event of suspected fraud, spam, false data, trademark misuse, unauthorized promises, repeated complaints, risk to users or businesses, violations of law or failure to comply with these terms.

No new referrals may be created during suspension. Existing leads and rewards that have not yet vested remain subject to verification. Rewards that have already vested are not cancelled solely because of suspension, except in the event of fraud or another cause expressly provided for and permitted by law.

20. Termination of participation or the program

The participant may leave the program through Fidelis channels. Fidelis may terminate the program or a specific Reward Offer, providing reasonable notice and advance warning where required.

Termination prevents new referrals and deactivates the personal link. Referrals already validly recorded continue to be assessed under the applicable version, while rewards that have already vested remain payable unless a stated ground for revocation applies.

21. Amendments and versions

Each published version of the terms is identified by its number, publication date, effective date, change summary, HTML copy, PDF copy and content fingerprint. A published version is not overwritten and remains available in the version history.

Updates to these terms are published on the dedicated page and in the version history. It is the participant's responsibility to review them periodically and, in any event, before creating new referrals. Material changes may require fresh acceptance before creating further referrals, without prejudice to any communication obligations imposed by law. Changes do not retroactively reduce rewards that have already vested. Changes limited to a Reward Offer apply to new referrals according to the offer's effective date.

22. Tax and documentation

The participant is responsible for determining the tax treatment applicable to their circumstances and for providing accurate information or documents when requested. Fidelis complies with the administrative and tax obligations required by applicable law.

Whether the activity is occasional or professional does not depend solely on the value of the rewards. Fidelis may suspend issuance of a benefit until the necessary documents are received. These terms do not constitute tax, legal or employment advice.

23. Liability

The participant is responsible for inaccurate information, unauthorized communications and violations committed while using the program. To the extent permitted by law, Fidelis is not liable for temporary unavailability, delays by reward providers or events beyond its reasonable control.

Nothing in these terms excludes liability that cannot be excluded by law or limits the mandatory rights granted to consumers.

24. Communications and complaints

For requests concerning a referral, the participant must provide their name, personal code, referred business, referral date, reason for the dispute and any useful supporting documents. Fidelis may request additional information necessary for verification.

[Send a request to info@fidelisapp.com](mailto:info@fidelisapp.com)

[Send a certified email \(PEC\) to casettalab@pec.it](mailto:casettalab@pec.it)

25. Governing law and jurisdiction

These terms are governed by Italian law. Mandatory consumer-protection provisions remain applicable.

For disputes with participants who are consumers, the courts of the consumer's place of residence or domicile have jurisdiction where required by law. For participants who do not qualify as consumers, the courts of Rome have exclusive jurisdiction.

26. Contact details

[Program and privacy support: info@fidelisapp.com](mailto:info@fidelisapp.com)

[Certified email \(PEC\): casettalab@pec.it](mailto:casettalab@pec.it)