

# REALSTONE SYSTEMS

## Referral Partner Program Overview

### Welcome to the Realstone Systems Referral Partner Program

Thank you for becoming a Realstone Systems Referral Partner. We appreciate your confidence in our company and the opportunity to serve your clients, colleagues, and business associates.

Our goal is simple: **provide exceptional products, outstanding service, and reward you for introducing qualified opportunities to Realstone.**

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## How the Program Works

### Step 1 – Identify an Opportunity

Know someone planning a project that could benefit from Realstone products?

Examples include:

- Residential Homes
- Commercial Buildings
- Hospitality Projects
- Multifamily Developments
- Restaurants
- Retail Stores
- Outdoor Living Spaces
- Builders & Remodelers
- Architects & Designers
- Masonry Contractors
- Landscape Architects
- Dealers & Distributors

If they're looking for premium stone, brick, tile, hardscape, or installation solutions, we'd love the opportunity to help.

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## Step 2 – Submit Your Referral

Complete the **Realstone Systems Digital Referral Form** with as much information as possible, including:

- Customer Name
- Company (if applicable)
- Contact Information
- Project Location
- Products of Interest
- Estimated Project Size
- Additional Comments

The more information you provide, the better prepared we'll be to assist your referral.

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## Step 3 – Referral Review

Within **48 hours**, Realstone will review your referral and notify you whether:

- Your referral has been accepted; or
  - The opportunity is already being worked by Realstone and is therefore not eligible for referral compensation.
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## Step 4 – We Contact Your Referral

Once accepted, a Realstone representative will:

- Learn more about the project.
- Recommend the best products and solutions.
- Provide samples and quotations.
- Offer technical assistance.
- Guide the customer through the purchasing process.

If additional information is needed before contacting your referral, we will reach out to you first.

## Referral Partner Compensation

Your Referral Partner level is based on the total **qualified net material sales paid to Realstone** from your accepted referrals during each calendar year.

| Referral Partner Level           | Annual Qualified Referred Sales | Referral Fee |
|----------------------------------|---------------------------------|--------------|
| Referral Partner                 | Up to \$249,999                 | <b>2.0%</b>  |
| <b>Gold Referral Partner</b>     | \$250,000 – \$499,999           | <b>2.5%</b>  |
| <b>Platinum Referral Partner</b> | \$500,000 and Above             | <b>3.0%</b>  |

Referral fees are calculated on the **net amount paid to Realstone for material purchases only** and exclude freight, taxes, installation, labor, discounts, rebates, credits, returns, and other non-material charges.

Referral Partner levels are reviewed annually based on qualified paid sales during each calendar year. Once a Referral Partner reaches Gold or Platinum status, the enhanced referral fee applies to qualifying sales for the remainder of that calendar year.

Referral payments are typically issued during the month following customer payment.

## When Referral Fees Are Earned

Referral fees are earned when:

- ✓ Your referral is accepted by Realstone.
- ✓ The customer purchases products from Realstone.
- ✓ The customer pays their invoice.

## When Referral Fees Are Not Paid

Referral fees generally are **not** paid when:

- The opportunity is already being worked by Realstone.
  - The referral has already been submitted by another Referral Partner.
  - Customer invoices remain unpaid more than sixty (60) days past their due date.
  - A current IRS Form W-9 is not on file with Realstone.
  - The opportunity otherwise does not qualify under the Referral Partner Program.
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## What We Ask of Our Referral Partners

We ask that you:

- Introduce qualified opportunities.
  - Provide accurate and complete information.
  - Respond to questions if additional information is needed.
  - Represent Realstone professionally.
  - Allow Realstone to manage all pricing, quotations, negotiations, project management, and customer communications after a referral has been accepted.
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## What You Can Expect From Realstone

Our commitment is to:

- Respond quickly.
- Review referrals within 48 hours.
- Contact accepted referrals promptly.
- Represent your referral professionally.
- Recommend the best products for each project.
- Deliver exceptional customer service.
- Keep you informed throughout the process whenever appropriate.
- Process referral payments accurately and on time.

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## Products We Offer

Realstone Systems provides premium products for residential and commercial construction, remodeling, and design projects, including:

- Natural Stone Wall Cladding & Tile
  - Thin Brick
  - Manufactured Stone
  - Tempered Tile
  - Interior & Exterior Porcelain & Ceramic Tile
  - Porcelain Pavers
  - Hardscape Products
  - Reclaimed Wood Panels
  - Glass Mosaics
  - Porcelain & Ceramic Mosaics
  - Installation Systems & Accessories
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## Questions?

We're here to help.

**Realstone Systems, LLC**

**Website:** [www.realstone.com](http://www.realstone.com)

**Email:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

Thank you for partnering with Realstone Systems.

We value your trust and appreciate every referral. Together, we can create exceptional spaces, provide outstanding customer experiences, and build long-term success for our customers, our partners, and our businesses.