

Rinkel

Refer a friend voorwaarden

Version: AVWB7J_2.1

Date: 27 March 2026

Campaign period: ongoing

These terms apply to the **Rinkel Refer a Friend** program offered by Rinkel B.V. and form part of the agreement between Rinkel and its customers.

If you have any questions or would like to know exactly what personal data we hold, please contact Rinkel:

- NL customers on [+31 \(0\)85-060 9000](tel:+3120850609000) or email us at help@rinkel.com.
- BE customers on [+32 \(0\)2-393-0400](tel:+3223930400) or email us at vraag@rinkel.com.
- ES customers on [+34 \(0\)93607 5678](tel:+34936075678) or email us at ayuda@rinkel.es.
- SE customers on [+46 \(0\)10 555 87 65](tel:+46105558765) or email us at hjalp@rinkel.se
- UK customers on [+44 \(0\)333 070 4000](tel:+443330704000) or email us at support@rinkel.com
- DE customers on [+49 \(0\)322 1128 6500](tel:+4932211286500) or email us at hilfe@rinkel.com
- FR customers on [+33 \(0\)172 68 2345](tel:+33172682345) or email us at assistance@rinkel.com

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If your country is not listed above, please contact our Dutch (NL) support team. We are happy to assist you in English.

1. The program

The Refer a Friend program allows existing Rinkel customers (“Customer A”) to invite new customers (“Customer B”) to use Rinkel through a personal referral link.

When Customer B signs up through this referral link and purchases a subscription, both Customer A and Customer B may receive a reward in accordance with these terms.

2. Reward for new customers

New customers who sign up through a valid referral link will receive a promotional discount on their subscription.

The exact value and structure of this discount may vary depending on the market, subscription plan, or promotional campaign and will be shown during the sign-up process.

The discount applies only to subscription fees and does not apply to:

- additional users
- add-ons
- call minutes
- one-time purchases or additional services

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Referral discounts cannot be combined with other promotional discounts or coupons unless explicitly stated.

3. Reward for referring customers

When a new customer successfully signs up through the referral link of Customer A, Customer A may receive account credit on their Rinkel account.

The amount of this reward is determined by Rinkel and may depend on factors such as:

- Customer A's subscription plan
- Customer B's subscription plan
- the selected subscription duration
- any active promotional campaigns

The applicable reward amount will be displayed in the Rinkel app or customer portal.

The credit will automatically be applied to future invoices.

4. Reward timing

The reward for Customer A may be granted:

- immediately after Customer B successfully completes the sign-up process, or
- after Customer B has completed a minimum subscription period.

The exact conditions may vary depending on the campaign and are determined by Rinkel.

5. Use of credits

Credits earned through the Refer a Friend program:

- are automatically applied to future invoices
- cannot be withdrawn or paid out in cash
- cannot be transferred to other accounts

Credits have no cash value and may only be used toward Rinkel products or services.

6. Valid referrals

A referral is only considered valid if:

- Customer B is a **new customer** who has not previously held a Rinkel account
- Customer B signs up using a valid referral link
- the registration complies with Rinkel's standard verification and payment requirements

Rinkel reserves the right to reject referrals if these conditions are not met.

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7. Abuse and fraud

The Refer a Friend program may not be used for fraudulent or misleading purposes.

This includes, but is not limited to:

- creating accounts for personal use in order to obtain referral rewards
- creating multiple accounts using alternative email addresses
- registering accounts on behalf of others without their consent
- manipulating the referral system in any way

Rinkel may invalidate referrals if multiple accounts appear to be associated with the same individual, organization, payment method, IP address, or other identifying information.

If abuse or fraud is suspected, Rinkel reserves the right to:

- revoke credits
- suspend or terminate accounts
- recover previously granted rewards

8. Changes to the program

Rinkel may modify, suspend, or terminate the Refer a Friend program or these terms at any time.

Such changes will not affect credits that have already been granted.

9. Miscellaneous

Rinkel reserves the right to interpret and apply these terms in situations not explicitly covered in this document.

All amounts and conditions are subject to typographical and printing errors.