



# Customer referral program

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Our customer referral program rewards our valued customers—both current and former—for referring new businesses to KnowledgeOwl. We believe the best recommendations come from those who know our platform best: you!

## Who can participate?

You can participate in the customer referral program if you've been a KnowledgeOwl customer at any point:

- **Current customers:** If you're a current KnowledgeOwl customer in good standing, you're eligible to participate in our referral program. Refer to the [For current customers instructions](#) to get set up.
- **Former customers:** If you used to be a KnowledgeOwl customer, you can also participate! We just ask that you complete a brief questionnaire about your KnowledgeOwl experience before we create your referral link. Refer to the [For former customers](#) instructions to get set up.

Referrers must be individuals, not companies or organizations.

## What you'll earn

When someone you refer becomes a paying customer and stays with us for at least three consecutive months, you'll receive \$500 USD paid via electronic transfer.

## What counts as a qualified referral?

To count as a qualified referral, your referral needs to:

- Sign up for a new KnowledgeOwl account using your unique link OR mention you by name when they create their trial
- Convert from a trial to a paid subscription
- Remain an active, paying customer for at least three consecutive months

## How it works

The referral process looks a little different for current customers and former customers, so check the steps below that fit your status.

### For current customers

If you're a current KnowledgeOwl author or customer, follow these steps to get set up as a referrer in our customer

referral program:

1. **Access your referral page:** In KnowledgeOwl, select your name in the upper right and select **Refer and earn \$500**. Your personal referral page opens
2. **Generate your link:** Enter your personal email address and select **Generate your link**.
  - a. We recommend using your personal email address to guarantee payment will come directly to you, no matter what the status of your KnowledgeOwl account is.
3. **Verify your email address:** You'll receive an email asking you to verify your email address. Select the **Verify me please!** link in that email to verify your email address:

Sample verification email with your **Verify me please!**  
link

4. **Share your link:** Send your link to colleagues, connections, or anyone who could benefit from KnowledgeOwl.

You'll get paid after:

1. **They sign up:** Your contact creates a trial account using your link.
2. **They subscribe:** Your contact converts their trial account to a paid subscription.
3. **You get paid:** After your contact reaches three months of paid service, you'll receive \$500 USD.

## For former customers

If you used to be a KnowledgeOwl author or customer and you aren't now, follow these steps to get set up as a referrer in our customer referral program:

1. **Contact us:** Email [support@knowledgeowl.com](mailto:support@knowledgeowl.com) to request a referral link.
2. **Share your experience:** Complete our brief questionnaire about your time with KnowledgeOwl.
3. **Receive your link:** We'll create and send your unique referral link.
4. **Share your link:** Send your link to colleagues, connections, or anyone who could benefit from KnowledgeOwl.

You'll get paid after:

1. **They sign up:** Your contact creates a trial account using your link.
2. **They subscribe:** Your contact converts their trial account to a paid subscription.
3. **You get paid:** After your contact reaches three months of paid service, you'll receive \$500 USD.

## If your contact signs up without your link

What if your contact signs up for a trial without using the referral link you sent? Don't worry, we've got your back!

If your contact signs up without using your unique referral link, they can still give you credit:

- Have them select **Referral** when they're asked **How did you hear about KnowledgeOwl?** during their trial creation process.
- They'll need to enter your full name in the additional details field. We will reach out to them for more information, if needed.
- We'll manually attribute the referral to you.

## Payment details

We'll send your referral payment via electronic bank transfer (ACH or wire transfer). Payments are processed quarterly on the following dates:

- January 15
- April 15
- July 15
- October 15

If the 15th falls on a weekend or holiday, we'll process payments on the following business day.

The three-month qualification period begins on the date of the first paid subscription payment.

For example, here's a sample referral timeline including payment:

- **December 1, 2026:** Referred customer makes first payment.
- **April 1, 2027:** Referred customer completes three months of paid service.
- **April 15, 2027:** We process your \$500 USD payment.

## What we'll need from you

To process your payment, you'll need to provide all of the following:

- Full legal name
- Valid email address
- Bank account information for the electronic transfer

## Keeping the program fair

We've designed this program to reward genuine recommendations, and we expect all participants to act in good faith.

## What we're watching for

We reserve the right to deny payment if a referral appears fraudulent. We may deny payment in cases like:

- Self-referrals

- Referrals using false information
- Abuse of trial accounts
- Referrals from accounts created solely to generate referral revenue

## Additional verification

If a referral requires additional verification, we may extend the review period by an additional three months (for a total of six months of paid subscription).

## Program violations

This program is meant to reward true advocates of KnowledgeOwl. We can suspend or terminate participation in the referral program for violations of these terms. We reserve the right to not pay out any participants who seem suspicious to us.

## Tracking your referrals

We track referrals through:

- **Unique referral links:** Automatically tracked when used to create trials
- **Manual attribution:** Customer self-reporting during trial signup

## Checking your referral status

[Contact us](#) if you're unsure about the status of any referral you've made.

## Limitations

Here are the limitations on our referral program

- Referral rewards are paid to individuals only, not to companies or organizations.
- You're responsible for any tax obligations related to referral payments.
- We're not liable for technical issues preventing proper referral attribution.

## Program changes

We reserve the right to modify or discontinue this program at any time. We'll post any changes here in the Support knowledge base. Select **Subscribe** near the top of the page if you'd like to receive an email notifying you of updates to the programs.

If you have referrals in progress when we make program changes, we'll honor them under the original terms.

## Questions?

If you have questions or concerns about the referral program, [contact us](#).

