What is Refer a Friend?

Frequently Asked Questions · https://quickline.co.uk/knowledge/what-is-refer-a-friend/

What is Refer a Friend?

Our Refer a Friend scheme rewards you for sharing Quickline broadband with the people you know.

For every successful referral, both you and your friend will receive **£100**. You can choose to take your reward as:

- An Amazon voucher
- A Love2Shop voucher
- Cashback to your debit card

There’s no limit to how many friends you can refer — the more you share, the more you can earn.

How does the Refer a Friend scheme work?

Our Refer a Friend scheme is a digital only way to refer your friends to Quickline broadband!

To start referring, you’ll need your unique link or QR code:

- If you're an existing Quickline customer, you may already have an account. Simply enter the name and email address linked to your Quickline account in the dashboard.
- If you’ve already signed up to the scheme, check your email or log in to your referral dashboard.
- If not, you can register quickly via our referral page.

Once you’re set up, you’re ready to go.

1) Refer

- Share your unique link or QR code with friends, family, or anyone who might benefit from faster, more reliable broadband.
- Your friend must follow your **referral link online to place their order** and sign up to a new 24-month Quickline broadband contract.

2) Earn

- You both receive **£100**. Once your friend’s service has been installed and active for 21 days, you’ll each get an email inviting you to claim your reward.

3) Repeat

- There’s **no limit** to how many friends you can refer, or how many rewards you can get!

I’m already a customer, how do I get my referral link?

- When you sign up to Refer a Friend, we’ll email you your **unique referral link and QR code**.
- You can also access them anytime by logging in to your **referral dashboard**.
- From there, you can share your link and track your referrals in one place.

What happens to existing or old referrals?

If you've referred someone using our old referral scheme, don't worry.

- **Referrals already in progress** will continue as normal. If they qualify, you’ll still receive your reward.
- **Referrals from the previous scheme** will still be honoured if they meet the criteria.
- If you have an **older referral code or unused link** from the previous scheme that has not been used yet, register for the new scheme and use your new link to ensure your referral is tracked correctly. Old referral codes will eventually no longer work.

How do I track my referrals?

Once you’re signed up, you can:

- Get your unique referral code and QR Code.
- Receive email updates when your friend signs up.
- Track the progress of your referrals in your dashboard.
- Refer multiple people at the same time.

When accessing your dashboard remember: if you log in on the same device you used to sign up, your details should be remembered so you won't need to log in again.

How do I claim my £100 reward?

It's easy as 1-2-3!

- You'll receive an email once your friend's service has been active for 21 days.
- Follow the link in the email to choose your reward.
- You'll have **60 days to claim it**, after which it will expire.

How do I qualify for the £100 reward?

To qualify for the £100 reward:

- Your friend must be a **new Quickline customer**
- They must **use your referral link** to order
- They must be installed at a new **address**
- Their service must remain active for at least **21 days**
- For more info check out the Refer a Friend T&C's

Why haven't I received my reward yet?

To keep an eye on your referrals, remember to check your personal dashboard.

- Firstly make sure your friend has used your unique link to sign up - If they did not, then they **have not been referred**.
- Rewards are only sent once your friend's broadband has been installed and active for 21 days. If this hasn't happened yet, your reward will still be pending.

- If your referral is successful remember to keep an eye on your email! Rewards are claimable for **60-days**, after this they will expire.

Don’t forget to follow us on Facebook to stay informed about all things Quickline!




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