

The Company

NaturCare Products (Pty) Ltd is a company registered in South Africa in terms of Section 14 of the Companies Act, 2008 and is the registered owner of the NATURCARE Trademark. It produces and supplies various SkinCare, BodyCare, HealthCare and HomCare household cleaning products.

Products

Special care is taken to ensure that the products are gentle on the environment and are as safe as possible. A policy of maximum concentration and minimal packaging has been adopted to further reduce waste and to promote increased biodegradability. The products are not tested on animals and are paraben free. The Company reserves the right to change, introduce or withdraw its products at any time. The formulae, techniques, procurement and specific ingredients are the intellectual property of the company and may be withheld from the public domain.

Guarantees

If a customer or a Distributor is not satisfied with a product, it may be returned within 14 days for a full refund or replacement. Any faulty products may be returned for a refund or exchanged within 3 months of purchase, provided the product has not exceeded its expiry date.

Application Form

Our Products are all available Online or from registered Distributors. If you are interested in joining our Team and distributing our products you can complete and submit an Application Form online via our website. You are also welcome to let us have any questions you may have and we will be able to guide you on the best way forward. Once we receive your Application Form, your details will be processed and you will receive confirmation of your appointment via WhatsApp, SMS or e-mail. You can then start collating and placing orders immediately and you will receive various product updates, specials and price lists. You can send all your queries and any orders to : **online@naturcare.co.za**

Distributors

The Company reserves the right to appoint, supply or withhold products from any Distributor, who all operate as Independent Agents. Distributors may order and supply their own Customers and any Distributors who they have recruited. However, this does not constitute a fixed or long-term contract between the parties. No recruiting rewards or bonuses are applicable or payable. Distributors are expected to promote the products honestly and to operate their businesses with integrity. They should not misrepresent the products or the business opportunity in any way and are expected to familiarize themselves with the products through the Product Data Sheets available on our website.

Distributors may not approach shops to sell the products, unless specific permission has been granted by the Company in writing. There are no restrictions regarding areas within South Africa where they may sell the products. Due to international restrictions, they may not sell, supply or distribute the products outside of South Africa, unless permission has been granted in writing by the Company. The Company may change its' marketing, distribution or discount structure at any time.

Orders & Deliveries

Orders should be placed by e-mail or WhatsApp. A minimum of two full working days *must* be allowed for orders to be packed and consigned. Any damages or shortages must be recorded on the waybill or delivery note and reported to the Company within 2 days of receipt of goods. The company may decide on the mode of freight at its' own discretion.

Fees & Licenses

There are no Registration Fees. Where applicable, Distributors must obtain their own operating licenses and pay any relevant revenue taxes.

Pricing & Payment

The Company reserves the right to adjust its' pricing at any time, without prior notice. Pricing is based on payment with order and orders will only be sent once payment has been received. Prices are generally inclusive of VAT and indicate the recommended Retail Selling Price. The Company cannot issue VAT invoices to third party Customers.

Advertising

Distributors may advertise through local and social media, provided the format or artwork has been approved by the Company.

Discounts & Freight

The following Discounts & Freight Costs will be effective **1 March 2025** and supersede any previous arrangements : -

Units per Order	Discount %	Freight	Industrials p/kg	Comments
6 +	10	175.00		Discounts & freight are applied to each specific order and NOT per any appointment level.
7 - 12	15	200.00		
13 - 24	20	225.00		
25 - 36	25	250.00		Discounts of 30% or more are only applicable to approved and appointed Distributors.
37 - 48	30	300.00	+ 5.00 p/kg	
49 - 60	35	425.00	+ 7.50 p/kg	
61 +	40	550.00	+ 10.00 p/kg	

- **NOTES**

- Discounts and Freight Rates are applicable and applied to each specific order
- Industrial Packs equate to one unit per product
- Units exclude Sales Aids and Dispensers
- Discounts from 30% upwards are applicable to appointed Distributors only
- Additional Surcharge Rates will be applied to Industrial Packs p/kg

- **Freight Charges**

- Freight Charges are applicable to orders placed directly with the Company. Where deliveries are made or arranged by Distributors they should confirm the cost before processing and delivering an order.
- Where a Distributor at any level, requests the Company to send an order on their behalf, the relevant discount for the order and applicable freight will be charged to the Distributor.
- Where two Distributors combine an order for delivery to one address the applicable Discount will be applied to each invoice and the combined relevant units for freight will be shared between the Distributors.
- Online orders over R850.00 are freight free. There is no freight for orders collected at the Company premises.
- The published freight charges are applicable to goods sent within South Africa. For export orders, freight charges will be by special request.
- Goods sent do not include insurance. Where requested, an additional 1% of the invoiced value will be charged. It is important to note that the Company may decide on the type of freight to be used.