

human  nature

**MEMBER/ADVOCATE
TERMS**

Dear Friend,

Congratulations! You are about to start your own Social Enterprise! ☺

How successful you are depends mostly on you – how much time you put into it, how well you know our products and how you tell others about them. But it also depends on how well we support you. The following terms have been designed to help you succeed and to enable us to support you as best we can.

For us, this is not just about a business. It is about caring for our home, the Philippines – a country blessed by God with an abundance of everything beautiful, that we would like to preserve for our children to see and enjoy. It is about bringing out the best in our people as a world-class people, especially our farmers and our poor. And it is about caring for our families by providing them with the safest, most nourishing genuinely natural products at a price that most people can afford.

This is about a lifestyle, a vision of a beautiful and prosperous Philippines and about following God's plan for our lives as His people and as stewards of what He has made. This is our mission and vision. Thank you for sharing it with us ☺ May God help you to prosper as you take part in healing our land and caring for our people.

Sincerely yours,



ANNA MELOTO-WILK
President
Gandang Kalikasan, Inc.

MEMBER/ADVOCATE REGISTRATION

Your Human Nature social enterprise begins upon registering for membership. You can register on our website: <http://humanheartnature.com/buy/reseller> or at your nearest Human Nature branch (see pages 9-12). There are two (2) **staple registration options** to choose from:

Option 1: **P799** Best Sellers' Sample Pack (**worth P1002.25 at SRP**) includes:

- ♥ Eleven (11) of the bestselling Human Nature products
- ♥ Ten (10) magalogues
- ♥ Ten (10) advocacy fliers
- ♥ Entitles you to become a **Human Nature Member** with a **15% starting discount**

Option 2: **P1,999** Hybrid Sample Pack (**worth P2678.50 at SRP**) includes:

- ♥ Eleven (11) of the bestselling Human Nature products **worth P1002.25** (at SRP)
- ♥ Ten (10) magalogues and ten (10) advocacy fliers
- ♥ **P1,600** worth of products of your choice (at SRP)
- ♥ Entitles you to become a **Human Nature Regular Advocate** with a **25% starting discount**

Promotional Registration Options for May 20 – July 15, 2017:

P499.75 Switch to Goodness Special Flexible Registration Kit

- ♥ Consists of P499.75 worth (at SRP) of Human Nature-branded products of your choice including 5 magalogues & excluding SE products, fliers, and paper bags
- ♥ Entitles you to become a **Human Nature Member** with a **15% starting discount**

P799 Flexible Registration Kit

- ♥ Consists of P940 worth (at SRP) of Human Nature-branded products of your choice including 5 magalogues & excluding SE products, fliers, and paper bags.
- ♥ Entitles you to become a **Human Nature Member** with a **15% starting discount**

All Member/Advocate registration pack comes with your Member/Advocate ID and training access.

The Best Seller sample pack are meant to function as **product testers** so your customers can experience first-hand the high quality of the products and be amazed at the affordable prices! Research has shown that the majority of Filipinos purchase their personal care products based on scent and how the product feels on their skin. The sample pack is meant to help you, as a new Member/Advocate, share the products with your prospective customers.

BESTSELLERS' SAMPLE PACK*

50ml Healthy Lotion BERRY BLISS
50ml Feminine Wash FRESH
50ml Premium Deodorant POWDER FRESH
50ml Sunflower Seed Beauty Oil
50ml Nourishing Facial Wash
Lip Balm PEPPERMINT
50ml Spray Sanitizer CITRUS BURST
120g Natural Toothpaste
50ml Citronella Bug Shield OIL
50ml Moisturizing Shampoo Mandarin w/ Creamfoam
120g Fragrance Free Bar Soap
10 x Human Nature Magalogue
10 x Advocacy Fliers

Valued at PHP 1,002.25

**Components of starter kits are subject to change without prior notice.*

**If variant listed is not available, substitution of another variant of equal value will be made w/o prior notice.*

**Sample pack contents effective April 04, 2016.*

**Components of starter kits are subject to change without prior notice.*

The **Hybrid Business Development (HBD) Pack** is the second registration option which comprises of the Bestseller's Sample Pack and products of your choice, amounting to **P1600 at SRP**. This allows you to purchase a variety of products that are of your personal preference and you can choose to already sell.

Choose your pick, it's your choice on how to jumpstart your social enterprise!

MEMBER/ADVOCATE EARNINGS STRUCTURE (Effective August 1, 2016)

After registering, your starting discount will be **15% with the P799** Best Sellers' Sample Pack, or **25% with P1,999** Hybrid Sample Pack. Depending on your purchase volumes per month, your discount can go up, up to **30%**. As you sell more products and grow your community

Member Level	Monthly Personal Purchase and Discount Rates		Monthly Minimum Requirements			Referral Fee Rates on Community Purchases	
			Personal Purchases	Combined Community Purchases	Direct Active Referrals	Active Member/ Advocate Referrals	Active Shopper Referrals
Shopper	NO MINIMUM MONTHLY PURCHASE REQUIRED						
Member	P800 - 1,499	15%	MUST MAINTAIN MINIMUM OF P800 / 1,500 PURCHASE TO CONTINUE ENJOYING YOUR DISCOUNT				
Regular Advocate	P1,500 - 4,999	25%					
	P5,000 - 11,999	26%					
	P12,000 - 19,999	27.5%					
	P20,000 & above	30%					
Bronze Advocate	P1,500 - 4,999	25%	P1,500	P1,500	1	*NOT YET QUALIFIED	5%
	P5,000 - 11,999	26%					
	P12,000 - 19,999	27.5%					
	P20,000 & above	30%					
Silver Advocate	P1,500 - 4,999	25%	P1,500	P5,000	1	3%	5%
	P5,000 - 11,999	26%					
	P12,000 - 19,999	27.5%					
	P20,000 & above	30%					
Gold Advocate	P2,000 - 11,999	26%	P2,000	P10,000	5	5%	7.5%
	P12,000 - 19,999	27.5%					
	P20,000 & above	30%					
Platinum Advocate	P3,000 - 19,999	27.5%	P3,000	P25,000	10	7.5%	10%
	P20,000 & above	30%					
Diamond Advocate	P5,000 & above	30%	P5,000	P100,000	15	9%	12.50%

(through referring Shoppers and Advocates), you will rise through the ranks earning higher discounts and more referral fees.

***combined group purchases include both purchases of Shopper, Member and Advocate referrals.**

***all values pertain to net of dealer discounts (not SRP)**

***purchase figures are inclusive of VAT**

***referral fees are calculated based on VAT exclusive amounts**

PERSONAL PURCHASE - A Member/Advocate's purchase from any Human Nature Branch or Head Office

COMMUNITY PURCHASE - The combined purchases of all your direct Shopper, Member or Advocate referrals

DIRECT ACTIVE REFERRAL - A Member or Advocate registered under you with cumulative purchase of at least Php800 (net of discount) within a month, whether purchased from Human Nature Head Office or a Branch

SHOPPER REFERRAL – A person registered under you who buys from Head Office or any Human Nature branch at retail price.

IMPORTANT!

*Member/Advocate Performance will be assessed monthly and will serve as basis for moving up to the next level to be applied immediately on the succeeding month. Updating of discounts and Advocate ranks take effect within the 1st until the 5th of the following month. **BACK ORDERS regardless if paid or not, are NOT included in calculating sales figures. THIS MEANS THAT BACK ORDERED ITEM(S) WILL ONLY BE ADDED TO YOUR SALES ON THE MONTH THAT IT HAS BEEN INVOICED FOR DELIVERY.**

*Monthly purchase includes orders successfully processed from the 1st until last working day of the month. Order processing is from Mondays-Saturdays 9:00am-530pm.

** Social enterprise products and Non- Human Nature merchandise, Human Nature Liquid and Powder detergent,, Pore cleansing brush and Bug Shield products has a ceiling discount of 20%. While Next 9 diapers have a 10% maximum discount. See current price lists for details.

There are two ways of developing your Social Enterprise:

1. From Sharing the Goodness - Selling

Share the Magalogues (product brochures) and Product Flyers with all your contacts and get their orders. While you buy it at a discounted price, based on your Member/Advocate discount, they will purchase it from you at Suggested Retail Price, and you get to keep the profit. Sell more items to reach a higher discount, and therefore, higher profits!

For online re-selling, the online price MUST match the current magalogue price. If the current magalogue price is at regular price, the Member/Advocate must also follow the regular price. If the current magalogue price is at promo price, the Member/Advocate must also follow the promo price. Thus, it is the Member/Advocate's responsibility to make sure that his/her online price is reviewed every 8 weeks or whenever a new magalogue comes out so that he/she can make the necessary pricing alignments.

Scenario 1 below shows how your discount can go up and down based on your total purchases for a particular month. But if you are unable to maintain a purchase of P800 per month for three consecutive months, you will be considered inactive. An inactive Member/Advocate is not entitled to any discount and hence buys at SRP (please see Scenario 2).

You can however reactivate back to Member/Advocate status by making a one-time purchase of at least P800 net of discount (approximately P945 at SRP) or make a cumulative purchase of at least P 800 within one month at SRP.

REACTIVATION

Scenario 1: Single Receipt Transaction



If a **single purchase transaction** amounting to Php800 at a discounted price is made, the 15% Member Discount can be applied **immediately**.

Scenario 2: Single Receipt Transaction



If a **cumulative transaction** totaling to Php800 was made, the 15% Member discount shall be re-applied **on the following month**.

2. From Spreading the Goodness – Referral Fees on Community Purchases

As you convince people who sign up to be Shopper, Member or Advocate, you will also earn referral fees from their purchases*. Always remember that you earn referral income from the purchases of your direct referrals and not from merely referring, **so it is important for you to monitor your referrals and motivate them** to replicate your efforts of selling the product and sharing the social enterprise to their own networks. You can use your Advocate dashboard for constant monitoring of your community's performance.

Please note that referral fees are only calculated for your active Referrals that are purchasing in Philippine SRP. Hence, members purchasing at International rates or overseas are not included in referral fee calculations.

Computation of community purchases excludes your personal purchases as well as purchases of any of your referral(s) who is an immediate family member living in the same address as you have in indicated in your registration form.

Sample computations:

1. Profits from Selling Products

If:

Rank	: Regular Advocate
Amount of Orders, in SRP	: 10,135.13 (from 4 colleagues and 2 neighbors)
Personal Purchase	: 7,500 pesos (net of advocate discount)
Discount on Personal Purchase	: 26%

Your profit will be:

$$= 10,135.13 - 7,500.00$$
$$= \text{Php}2,635.13$$

2. Referral Income from Shopper, Member and Advocate Referrals:

If:

Personal Purchase	: 5,300 pesos (net of dealer discount)
Community Purchases	: 3,000 pesos from two (2) Member/Advocate referrals; 14,000 pesos from twenty (20) Shopper referrals

Then:

Rank	: Gold Advocate
Discount on Personal Purchase	: 26%

Referral Fee:

5% on Member/Advocate referrals (based on VAT-EX purchase amount net of dealer discount)

$$= (3,000/1.12) * .05$$
$$= \text{Php}133.93$$

7.5% on Shopper referrals (based on VAT-EX purchase amount net of dealer discount)

$$= (14,000/1.12) * .075$$

= Php937.50

Total Referral Income =Php1,071.43

***Referral fees are released every third week of the succeeding month. For example, for your sales for the month of June, referral fee will be available on the third week of July. You may call our Customer Service Team at 784-7788 for more information.**

How to Move Up and Avoid Sliding Down:

		AUGUST	SEPTEMBER	OCTOBER	REMARKS
Personal Purchase		3,000.00 ✓	3,000.00 ✓	2,500.00 ✗	Past 3 month's average personal purchase is 2,833.34 which is below 3,000.00 requirement of a Platinum Advocate
Community Purchase	Shopper Referrals	12,000.00	12,000.00	13,000.00	Past 3 month's average community purchase is 24,833.34 which is below 25,000.00 requirement of a Platinum Advocate
	Member/Advocate Referrals	13,000.00	12,000.00	12,500.00	
	Total Combined Community Purchase	25,000.00 ✓	24,000.00 ✗	25,500.00 ✓	
Direct Active Downline		6 ✗	10 ✓	10 ✓	Past 3 month's average direct active referral is 8 which is below the 10 active referral requirement of a Platinum Advocate
Rank		Platinum Advocate			
Referral Fee Rate for Shopper Referrals		10% 1,071.43	10% 1,071.43	10% 1,160.71	Aug to Oct performance did not meet the rank requirement of a Platinum Advocate. Therefore, referral income in Nov will be computed as Gold Advocate.
Referral Fee Rate for Member/Advocate Referrals		7.5% 870.54	7.5% 803.57	7.5% 837.05	

Note: Month-end processes happen on the first 5 days of the following month.

Moving Up happens when you meet both the personal and community purchase requirements of a rank within one calendar month.

In the scenario above, the Advocate met the requirements for a Platinum Advocate rank in May, and moved up in June.

Sliding Down happens when you don't hit neither or both the average personal purchase, community purchase and active referral requirement within a **three month rolling period**. While in these three months, you will still enjoy the referral fee rates of your current rank.

Based on the example above, the Advocate failed to make up for not hitting the monthly Php25,000 community sales in September, Php3,000 monthly personal purchase requirement in October and 10 Direct Active Referral in August.

The average sales from August - October: Personal – Php2,833 Community – Php24,833 and Active Referral – 8 which are below their respective rank requirements.

Therefore, the Advocate slides down to Gold Advocate rank in November, and the referral fee percentages for Shopper and Member/Advocate referrals of that level, 7.5% and 5% correspondingly, shall apply.

Continuously referring people and mentoring your community will surely make it easy to move up the rank, and earn more.

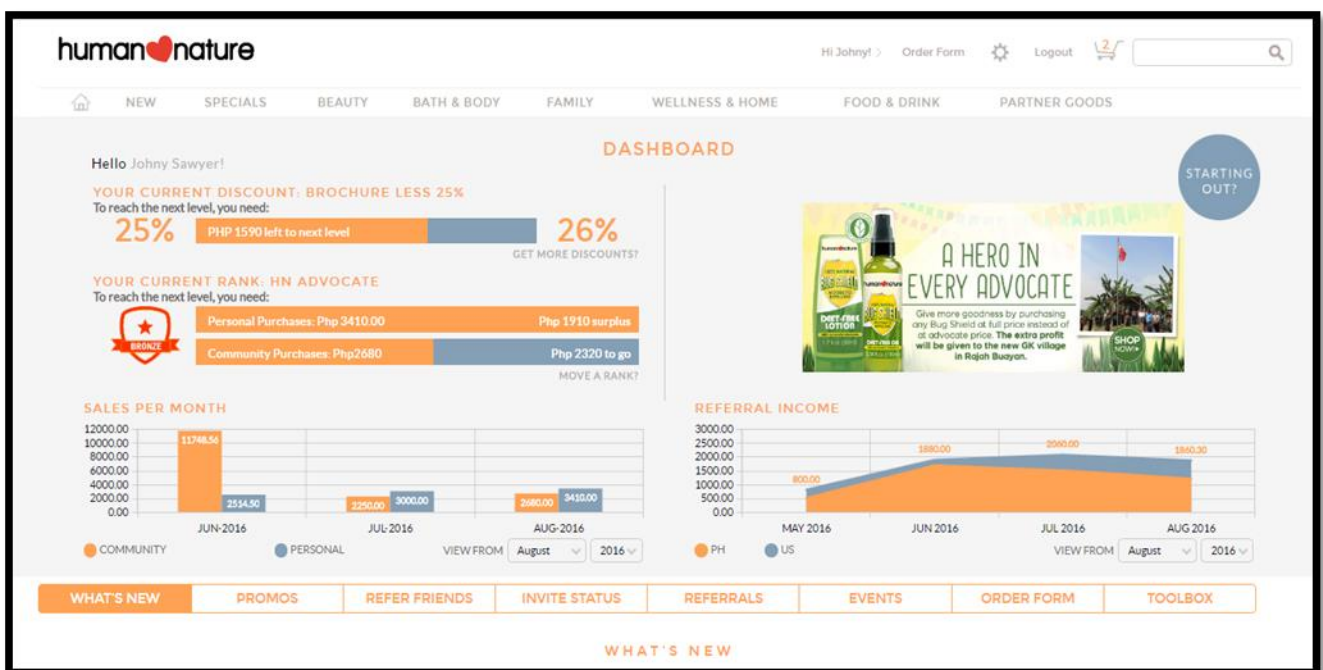
IMPORTANT!

* **Updating of discounts and ranks take effect within the 1st until the 5th of the following month.**

ADVOCATE DASHBOARD

Upon registration, you should have received an email from us with your online password. Simply go to www.humanheartnature.com/buy and click "Log in". You can then access the different features and benefits of your personalized Dealer Dashboard:

- ♥ track your rank and discount
- ♥ keep abreast of the latest news, announcements, training modules and selling resources.
- ♥ view your sales performance and your community performance on a monthly basis
- ♥ avail of monthly exclusive promos



If you have not received an email or have deleted it, you can simply click "Log in" and then click on "forgotten password". A new password will be emailed to you immediately by our system. Should you encounter any problems or if you need further assistance, you may call our Customer Service Team at 784-7788 or email customer.service@humanheartnature.com.

ADVOCATE TOOLS OF TRADE

There are three very important things that you should always have on hand as a Human Nature Member/Advocate: **Product Magalogues, Product Samples and Prospecting Flyers**. All of these have already been included in your registration fee.

There are other tools of trade that you can opt to purchase from Human Nature:

1. Extra Magalogues at Php6.00 each
2. Extra Prospecting Flyers at Php1.00 each
3. Human Nature Tarpaulins: Small (1.5ft x 3ft) at Php129.75 each
4. Human Nature Tote Bag to carry your testers and selling items around

ORDERING INFORMATION

A) Order Placement

You may place your orders directly with Head Office or at the Human Nature Branch nearest you via email, phone or fax (fax for head office only).

For more info, visit <http://humanhearnature.com/buy/where-to-buy>

METRO MANILA

Flagship Store

463 Commonwealth Ave.
Brgy. Matandang Balara, Q.C.
Store: (02) 784-7722
Orders: (02) 784-7777
Customer Service: (02) 784-7788
customer.service@humanhearnature.com

Alabang Branch

Ground Floor Entrata Urban Complex
2609 Civic Drive, Filinvest Corporate City
Alabang, Muntinlupa City
(02)801-1064 / 0917-504-2347 / 0998-999-0375
alabang@humanhearnature.com

Antipolo Branch

Unit 3-4 FLJ Building, P. Oliveros Street,
Brgy. Dela Paz, Antipolo City
(02) 534-0512 / 0906-321-1796 /
0947-343-5512 / 0926-758-0938
antipolotown@humanhearnature.com

Cainta Branch

G/F, Rublou Market Place, Ortigas Ext.
cor. Sunset Drive Brookside Hills Subd.
Gate 3, Cainta, Rizal
(02) 470-4756 / 0917-522-5577 /
0939-417-9780 / 0922-480-5241
cainta@humanhearnature.com

Caloocan Branch

Ground Floor, Grandz Commercial Center,
Mac Arthur Highway, Caloocan City
(02) 288-2592 / 0956-396-6270 / 0922-378-6270
caloocan@humanhearnature.com

Makati Branch

Ground Floor Wilcon IT Hub,

Manila Branch

1310 Bambang St. cor.
Fermin Tubera St., Sta. Cruz, Manila
(02) 463-0851 / (02) 254-7477 / 0933-367-7156
manilacity@humanhearnature.com

Marikina Branch

Gil Fernando Avenue (formerly A. Tuazon)
corner Lark Street, near Bluewave Marquinton
Sta. Elena, Marikina City
(02)477-5667 / 0998-986-1075
marikina@humanhearnature.com

Paranaque Branch

Unit R06, Ground Floor Santana Grove
7202 Soreena Dr. cor.
Dr. A. Santos Ave., Paranaque City
(02) 828-4572 / 0925-555-0599
paranaque@humanhearnature.com

Pasig Branch

Quorum Centre,
73 C. Raymundo Ave, Pasig City
(02) 650-3413 / 0917-848-6591 / 0998-560-1887
pasig@humanhearnature.com

UP Village Branch

Unit 9-D Mahinhin St. UP Village, Q.C.
(02) 332-7885/ (02) 332-9858 / 0932-886-2831 /
0932-886-2832 / 0932-884-9697
upvillage@humanhearnature.com

Chino Roces Avenue, Makati City
(02) 869-5523 / (02) 869-5522 / 0995-327-9849
makati@humanheartnature.com

PROVINCIAL OFFICES

LUZON

Batangas City Branch

JPA AMA Commercial Center National Road,
Kumintang Ilaya Batangas City
(043)786-1542 / 0917-708-8078 / 0908-813-0978
batangascity@humanheartnature.com

Cabanatuan Branch

FMN Industrial Corp, Maharlika Hi-way,
Cabanatuan City, Nueva Ecija
(044) 464-0083 / 0936-911-3901
cabanatuan@humanheartnature.com

Dagupan Branch

RVR Bldg, National Road, Tapuac District,
Dagupan City, Pangasinan
(075)540-0470 / 0905-524-7639 / 0998-439-9275
dagupan@humanheartnature.com

Imus, Cavite Branch

Ground Flr, City Mall, Aguinaldo Highway,
Anabu 1B, Imus, Cavite
(046) 529-6955 / 0916-328-5378 / 0977-801-7485
imus@humanheartnature.com

Lipa, Batangas Branch

Ground Floor Season's Lipa Bldg.
Pres. JP Laurel Highway,
Brgy. Tambo, Lipa City, Batangas
(043)774-5701 / 0917-883-3422
lipa@humanheartnature.com

Meycauayan Branch

Supima Square,
Malhacan Meycauayan, Bulacan
(044) 913-7461 / 0925-527-1215
meycauayan@humanheartnature.com

Naga Branch

TD Makao Bldg., Elias Angeles St.,
Naga City
0910-027-0947 / 0945259085
naga@humanheartnature.com

Olongapo Branch

Unit 1-3, Subic Creative Center,
Subic Commercial and Light Park Manila Ave.,
cor. Dewey Ave. CBD Area,
Subic Bay Freeport Zone
Olongapo City, Zambales
(047) 603-1471 / 0915-932-9300
olongapo@humanheartnature.com

San Fernando, Pampanga Branch

3M Building, MacArthur Hi-way, San Agustin,
San Fernando City, Pampanga
(045) 963-5958 / 0932-625 5339
sfpampanga@humanheartnature.com

San Jose Del Monte, Bulacan Branch

G/F Shell Station MB Bldg. Gov. Halili Road
Brgy Tungkong Mangga
City of San Jose del Monte Bulacan
(044) 9135359 / 0977-685-2728
sjdm@humanheartnature.com

San Pablo, Laguna Branch

G/F G Square Bldg., Barleta St.
cor. Malvar St. San Pablo City, Laguna
(049)503-1096 / 0917-834-3539 / 0947-890-0648
splaguna@humanheartnature.com

VISAYAS

Bacolod Branch

Room 201, 2/F VSB Bldg.,
6th Lacson St., Bacolod City
(034) 435-8279 / 0998-790 7904
bacolod@humanheartnature.com

Bogo City Branch

Acrige Bldg., A. Mansueto St.,
Tupas, Brgy. Lourdes Bogo City, Cebu
(032) 340-9671 / 0927-846-0808
hnbogo@humanheartnature.com

Bohol Branch

#8 M.H. Del Pilar St.
Tagbilaran City, Bohol
(038)501-0010 / 0908-770-1756
bohol@humanheartnature.com

Cebu City Branch

Unit 3, The Strip, Osmeña Blvd.
Capitol Site, Cebu City
(032)236-0549 / (032)412-9696 /
0942-004-0898 / 0916-421-6207
cebucity@humanheartnature.com

Iloilo Branch

G/F Gloria 168 Bldg., Ledesma St.,
Iloilo City
(033)335-5068 / 0917-700-0639
iloilo@humanheartnature.com

Mandaue City, Cebu Branch

G/F JAB Bldg. (almost across
Oakridge Business Park)
A.S. Fortuna St., Mandaue City 6014
(032)412-4354 / 0922-8365442 /
0917-3221853 / 0995-0110587
mandaue@humanheartnature.com

Ormoc Branch

Door 1, G/F Western Leyte College Bldg,
Bonifacio St. Ormoc City, Leyte
0917-704-7251 / 0917-598-0002
ormoc@humanheartnature.com

OPENING SOON!

MINDANAO

Cagayan de Oro Branch

Sia Bldg. cor Arch. Hayes St.
& Don Apolinar Velez St., CDO City
(088) 852-4207 / 0917-470-1210 /
0933-569-6278 / 0906-790-4259
cdo@humanheartnature.com

Davao City Branch

Unit 9 & 10 Plaza del Carmen A. Loyola St.
Bo Obrero, Davao City
(082) 295-2976 / 0925-373-9104 /
0906-270-4463
davao@humanheartnature.com

General Santos City Branch

Door 6-7, Phase 3, ECA Buildings,
National Highway, Barangay City Heights,
General Santos City
0919-595-7072 / (083) 554 0658 / 0906-261-3556 /
(083) 554 0658
gensan@humanheartnature.com

Iligan Branch

G/F Philam Bldg, Mariano Badelles Sr. St. cor.
Lluch St. Iligan City
(063) 224-0118 / 0917-5877790 / 0925-796-7790 /
(063) 228-1144
iligan@humanheartnature.com

B) Payment

If ordering directly from Head Office, orders need to be paid in full prior to delivery through any of the following payment methods:

1. Bank Deposit

Account Name: Gandang Kalikasan, Inc.

Account Number:

BPI Current Account 3101-0986-12 or

BDO Savings Account 0022-1034-4383

* Please call (02) 784-7777 or email orders@humanheartnature.com once you have deposited, so we can verify the payment. We accept online and mobile fund transfers. Interbank fund transfers are possible; however, processing charges are automatically deducted. Kindly ensure that the amount of fund transfer covers the whole amount of the order including the charges.

2. GCash to Merchant name: **Gandang Kalikasan Inc. (0917-5965904)**

* Please send Gcash payment at GCash partners/outlets and text transaction details to 0917-5965904, so we can verify. You may also send Gcash payment directly from your Gcash wallet.

3. **Credit Card** (Mastercard or Visa)

4. **BPI Express Payment System** (EPS – at Human Nature Store ONLY)

5. **Paypal** (please send payment to paypal@humanheartnature.com)

For payment through Metro Manila and provincial branches, please contact them directly.

C) Order for Pick-up

Orders placed through the phone/online for pick up at the store need to be paid at time of order by credit card or Paypal. If you wish to pay when collecting, our team will be happy to prepare your order when you arrive, while you relax and enjoy a free cup of Kape Maria or Café Lugud Coffee.

Last time for entry and collection at Head Office is 6:00 pm from Mondays to Fridays; and 5:00pm on Saturdays. **Kindly give us 4 hours lead time to prepare your orders prior to pickup.**

For pick up at the branches, please contact them directly.

D) Order for Delivery

If coming to our branches is not convenient, we can happily deliver your order to you:

1. Within Metro Manila – Get **FREE** delivery for orders worth **above P2,000!*** Smaller orders will be subject to a **P50** delivery fee. Delivery takes just **1-2 working days**.

2. For outside Metro Manila (including Rizal), please contact the branch in your area. If there is no branch in your location, you may order from Head Office. Delivery fee varies

depending on weight but begins at P55 for some provinces and P65 for others. Delivery takes **2-3 working days**, depending on location.

* Sample packs are not entitled to free delivery.

* When ordering from the branches for delivery, please contact them directly to know of their respective rates.

You can place your order either by phone at (02) 784-7777 or online. Simply go to www.humanheartnature.com/buy and click "Log in". When you log in, your dealer prices and dealer order form will automatically be shown to you.

Ordering online is the **fastest** and **most convenient way** for many of our dealers to place their orders and the website will instantly tell you if anything has sold out. A mobile version of the website can also be accessed and a magalogue app can be downloaded to your IOS and Android devices.

E) Returns

Any faulty or less than perfect items will be replaced free of charge, as long as the defect was our fault. Determination of fault is at our discretion. The item in question must also be returned within the indicated expiry date of the product.

Unsold stock** can be returned for credit within *30 days from date of purchase** as long as it has not been opened/used and is in perfect condition. There is a **P5 restocking fee** per item returned.

Return and exchange of an **incorrect product purchased** will be accepted for replacement within ****30 days from date of purchase** provided that it is unused and is in resellable condition.

We also give our customers ****30 days from purchase date** to decide on their satisfaction with our product. For any reason you are ***unhappy with the product**, you may return it to us and have it replaced with a different product or for credit on your account.

*Must be returned to Human Nature at point of purchase at the customer's expense

**For online purchase/delivery, we will consider 30 days from date of receipt of order.

F) Missing Items

All items picked up or ordered at the store will be checked in front of you by our staff member to ensure all items are complete. In the event that there is a missing item from your order, this must be reported to us **within 24 hours** from the time of purchase/ delivery. This will be verified by our Customer Service Team and will be replaced accordingly. If we receive the report beyond 24 hours, then we can no longer honor the missing item report.

For more information, you can contact the Customer Service Team between 9am-6:00 pm, Mondays-Fridays and 9am-1pm on Saturdays through the hotline: (02) 784-7788; email: customer.service@humanheartnature.com; and Live Chat on our website.

For any other queries, you may check the FAQ page on our website:
www.humanheartnature.com

Like us on Facebook: www.facebook.com/humanheartnature

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