

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 10-13). There are two (2) staple registration options to choose from:

### **P799 Flexible Member Kit**

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

### **P1999 Flexible Dealer Kit**

- ♥ Consists of P2665 worth (at SRP) of Human Nature-branded products of your choice including 10 magalogues and 10 advocacy fliers excluding SE products, marketing materials and paper bags.
- ♥ Entitles you to become a **Human Nature Regular Advocate** with a **25% starting discount**.

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

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

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

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
<b>Shopper</b>	<b>NO MINIMUM MONTHLY PURCHASE REQUIRED</b>						
<b>Member</b>	P800 - 1,499	15%	<b>MUST MAINTAIN MINIMUM OF P800/1,500 PURCHASE TO CONTINUE ENJOYING YOUR DISCOUNT</b>				
<b>Regular Advocate</b>	P1,500 - 4,999	25%					
	P5,000 - 11,999	26%					
	P12,000 - 19,999	27.5%					
	P20,000 & above	30%					
<b>Bronze Advocate</b>	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%					
<b>Silver Advocate</b>	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%					
<b>Gold Advocate</b>	P2,000 - 11,999	26%	P2,000	P10,000	5	5%	7.5%
	P12,000 - 19,999	27.5%					
	P20,000 & above	30%					
<b>Platinum Advocate</b>	P3,000 - 19,999	27.5%	P3,000	P25,000	10	7.5%	10%
	P20,000 & above	30%					
<b>Diamond Advocate</b>	P5,000 & above	30%	P5,000	P100,000	15	9%	12.50%

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After registering, your starting discount will be **15% with the P799 Member Kit**, or **25%** with **P1,999 Dealer Kit**. Depending on your purchase volumes per month, your discount can increase, up to **30%**. As you sell more products and grow your community (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 Human Nature both online and from branches.

**COMMUNITY PURCHASE** - The combined purchases of all Shoppers, Members and Advocates referrals via Human Nature branches or Online Dealer Shop.

**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 around the 5<sup>th</sup> 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 **1<sup>st</sup> until last working day** of the month. Order processing is from Mondays-Saturdays 9:00am-6:00pm only or until store hours.
- ♥ **Social enterprise products and Non- Human Nature merchandise, Human Nature detergents, Pore cleansing brush and Bug Shield products has a ceiling discount of 20%. While Next 9 diapers have a 10% maximum discount.**
- ♥ **Dealer Discount is not applicable for Magalogues, Flyers, Tarpaulins, and other marketing materials/merchandise, as well as for Gift certificates and service fees (e.g. delivery fee). These items/fees are also non-commissionable.**

See current price lists for details.

## **There are three ways of developing your Social Enterprise:**

### **1. Sharing the Goodness – Reselling**

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 an average purchase of P800 per month within a three month rolling period, you will be considered inactive. An inactive Member/Advocate is not entitled to any discount and hence buys at SRP.

You can however reactivate back to Member status by making a one-time purchase of at least P800 net of discount or minimum P942 at SRP or make a cumulative purchase of at least P 800 within one month at SRP. To reactivate as an Advocate you must have a one time or cumulative purchase of P1500 net of discount or minimum P2000 purchase 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**.

### Reactivation Scenario 2: Cumulative Purchase Transaction



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

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

As you convince people to sign up as a 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, **hence, it is important for you to monitor your referrals and motivate them** to replicate your efforts in 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.

## 3. Online Dealer Shop – Online earnings

An online dealer shop is a new dealer sales tool made available at the Human Heart Nature's website that provides a personal online store for a Human Nature Dealer with the

dealers own URL. This provides an online platform for dealers to sell to more customers without the geographical and logistical limitations of selling face to face.

Each ODS is a replica of Human Nature's official online shop ([www.humanheartnature.com/buy](http://www.humanheartnature.com/buy)), with your photo at the top left area of the page underneath the Human Nature logo. Each ODS can be visited via the dealer's unique web link (e.g. [www.humanheartnature.com/buy/lisadelacruz](http://www.humanheartnature.com/buy/lisadelacruz)).

Dealers can share the link to their shop to their friends and contacts via email, SMS and social media, as well as link it to your existing online stores. Shoppers buy through the ODS at SRP (brochure price), once they check out Human Nature Head Office will take care of picking, packing and delivering the order straight to the customer.

### Sample Earning 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:**

$$= 10,135.13 - 7,500.00$$
$$= \text{Php2, 635.13}$$

#### 2. Referral Earnings 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 Earnings:**

**5% on Member/Advocate referrals** (based on VAT-EX purchase amount net of dealer discount and subject to 8% withholding Tax.)

$$= (3,000/1.12) * 5\%$$
$$= \text{Php}133.93 - 8\%$$
$$= \text{PhP}123.22$$

**7.5% on Shopper referrals** (based on VAT-EX purchase amount net of dealer discount and subject to 8% withholding Tax.)

$$= (14,000/1.12) * .075$$
$$= \text{PhP} 937.5 - 8\%$$
$$= \text{PhP} 862.50$$

#### Total Referral Earnings PhP985.7

### 3. Online Shop Earnings from Online Dealer Shop (ODS):

If:

Rank : Silver Advocate  
 Personal Purchase : 1500 pesos (net of advocate discount)  
 ODS Shop Purchase : 5000 pesos from 3 ODS Shoppers  
 Discount on Personal Purchase : 25%

#### Online shop Earnings:

Difference of Shopper Purchase at SRP and Advocate Price plus transaction fee (based on VAT-EX purchase amount and subject to 8% withholding Tax.)

$$= 5000/1.12 * (25\% - 5\%)$$

$$= \text{PhP } 892.86 - 8\%$$

$$= \text{PhP } 821.43$$

**\*Referral and Online shop earnings are released every third week of the succeeding month. For example, Earnings from sales from the month of June, 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				
	Member/Advocate Referrals	13,000.00	12,000.00	12,500.00	Past 3 month's average community purchase is 24,833.34 which is below 25,000.00 requirement of a Platinum Advocate			
	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		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	

**Moving Up** happens when you meet the personal and community purchase requirements plus the required direct active referral for a rank within one calendar month.

**Sliding Down** happens when you miss at least one of the three rank requirements (average personal purchase, community purchase and direct active referral) 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 Php3,000 monthly personal purchase requirement in October, the Php25,000 community sales in September, 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.

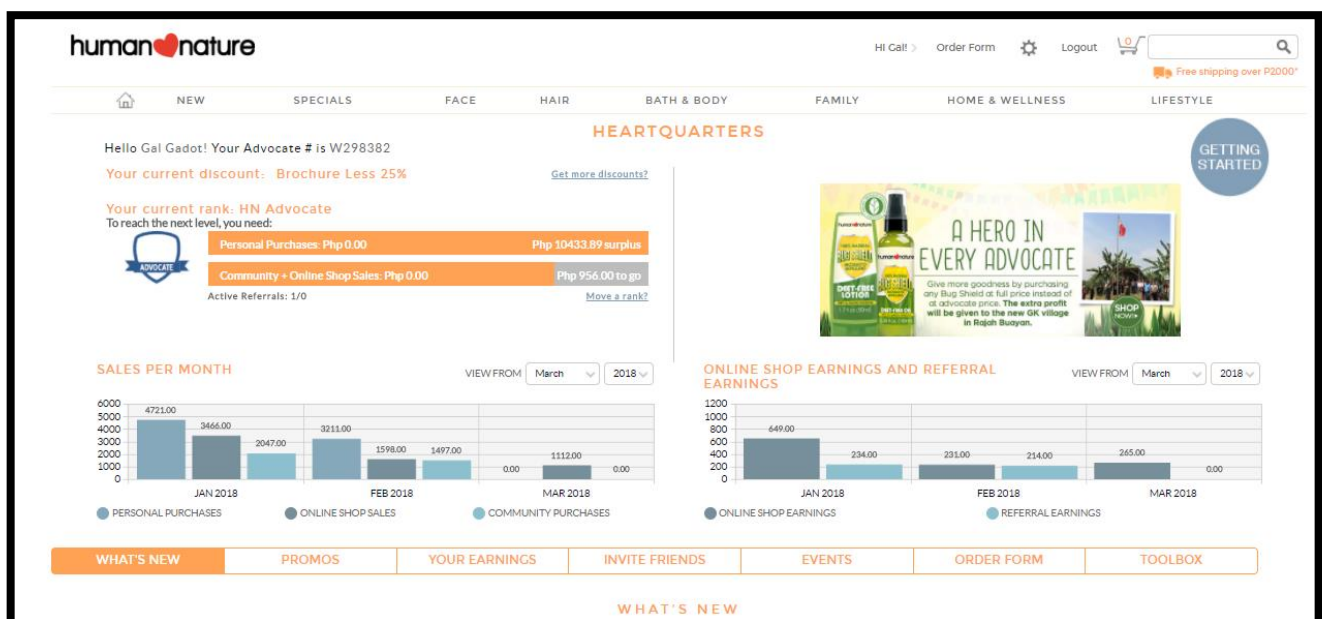
**IMPORTANT!**

**\* Updating of discounts and ranks are being processed within the first five business days of the following month.**

**HEARTQUARTERS (ADVOCATE DASHBOARD)**

Upon registration, you should have received an email from us with your online password. Simply go to [www.humanheartnature.com/buy](http://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, community and online dealer shop 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 "Activate Dealer Account". Your log in details 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](mailto: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. Advocacy Flyers at Php1.00 each
3. Human Nature Tarpaulins: Small (1.5ft x 3ft) at Php129.75 each

## **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://humanheartnature.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@humanheartnature.com](mailto:customer.service@humanheartnature.com)

 Humanheartnature  
Store Hours: Mon-Sat: 9:00AM – 6:30PM  
Saturday: 9:00AM – 6:00PM

### **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@humanheartnature.com](mailto:alabang@humanheartnature.com)

 HNAlabang  
Store Hours: Mon-Sat: 10:00AM – 8:00PM


### **Antipolo Branch**

Unit 3-4 FLJ Building, P. Oliveros Street,  
Brgy. Dela Paz, Antipolo City  
(02) 534-0512 / 0947-343-5512  
[antipolotown@humanheartnature.com](mailto:antipolotown@humanheartnature.com)

 HNAntipoloTownProper  
Store Hours: Mon-Sat: 10:00AM – 7:00PM


### **Makati Branch**

Ground Floor Wilcon IT Hub,  
Chino Roces Avenue, Makati City  
(02) 869-5523 / (02) 869-5522 / 0995-327-9849  
[makati@humanheartnature.com](mailto:makati@humanheartnature.com)

 Humanheartnaturemakati  
Store Hours: Mon-Sat: 9:00AM – 6:00PM


### **Manila Branch**

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

 HumanHeartNatureManila  
Store Hours: Mon-Sat: 9:00AM – 6:00PM


### **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@humanheartnature.com](mailto:marikina@humanheartnature.com)

 HNMarikina  
Store Hours: Mon-Sat: 10:00AM – 7:00PM

### **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@humanheartnature.com](mailto:paranaque@humanheartnature.com)

 HNParanaque  
Store Hours: Mon-Sat: 9:00AM – 6:00PM

### **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@humanheartnature.com](mailto:cainta@humanheartnature.com)

 HN.Cainta  
Store Hours: Mon-Sat: 10:00AM – 8:00PM


### **Caloocan Branch**

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

 HNCaloocan  
Store Hours: Mon-Sat: 10:00AM – 7:00PM

### **Pasig Branch**

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

 HN.Pasig  
Store Hours: Mon-Sat: 10:00AM – 8:00PM

### **UP Village Branch**

Unit 9-D Mahinhin St. UP Village, Q.C.  
(02) 332-7885/ (02) 332-9858  
/ 0943 7059910 / 0932-886-2832  
[upvillage@humanheartnature.com](mailto:upvillage@humanheartnature.com)

 HNQuezonCity  
Store Hours: Mon-Sat: 9:00AM – 6:00PM

### **SM The Block Branch **OPENING SOON!****

Level 3, The Block, SM City North Edsa, Q.C.

## **PROVINCIAL BRANCHES**

### **LUZON**


#### **Baguio City Branch **OPENING SOON!****

Unit 4A - 09 & 10  
4th Floor, Porta Vaga Mall Annex  
Session Road, Baguio City  
0915- 601-0200  
[hn-baguio@humanheartnature.com](mailto:hn-baguio@humanheartnature.com)

 @humanheartnaturebaguio.ph

#### **Batangas City Branch**

JPA AMA Commercial Center National Road,  
Kumintang Ilaya Batangas City  
(043)786-1542 / 0908-813-0978  
[batangascity@humanheartnature.com](mailto:batangascity@humanheartnature.com)

 hnbatangasPH/  
Store Hours: Mon-Sat: 9:00AM – 6:00PM

#### **Cabanatuan Branch**

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

 humannaturecabanatuan  
Store Hours: Mon-Sat: 10:00AM – 7:00PM

#### **Dagupan Branch**

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

 HNDagupan  
Store Hours: Mon-Sat: 9:00AM – 6:30PM

#### **Meycauayan Branch**

Supima Square,  
Malhacan Meycauayan, Bulacan  
(044) 913-7461 / 0925-527-1215  
/0927-876-0985  
[meycauayan@humanheartnature.com](mailto:meycauayan@humanheartnature.com)

 HNMeycauayan  
Store Hours: Mon-Sat: 10:00AM – 7:00PM


#### **Naga Branch**

TD Makao Bldg., Elias Angeles St.,  
Naga City  
054-2059016 / 0910-027-0947 /  
0945-2590858  
[naga@humanheartnature.com](mailto:naga@humanheartnature.com)

 HNNaga  
Store Hours: Mon-Sat: 9:00AM – 8:00PM

#### **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](mailto:olongapo@humanheartnature.com)

 HNOlongapo  
Store Hours: Mon-Sat: 10:00AM – 7:00PM

**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](mailto:imus@humanheartnature.com)


 HHNImsCavite

Store Hours: Mon-Sat: 9:00AM - 9:00PM

**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](mailto:lipa@humanheartnature.com)


 HNBatangasPH

Store Hours: Mon-Sat: 10:00AM – 7:00PM

**San Fernando, Pampanga Branch**

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

[sfpampanga@humanheartnature.com](mailto:sfpampanga@humanheartnature.com)


 HN.Pampanga

Store Hours: Mon-Sat: 9:00AM – 7:00PM

**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 / 0932-253-3673

[sidm@humanheartnature.com](mailto:sidm@humanheartnature.com)


 HNSanJoseDelMonte

Store Hours: Mon-Sat: 9:00AM – 6:00PM

**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](mailto:splaguna@humanheartnature.com)


 HNSanPablo

Store Hours: Mon-Sat: 9:00AM – 6:00PM

**VISAYAS****Bacolod Branch**

Ground Floor Room 123 VSB Building,  
7th Lacson Street, Bacolod City  
(034) 435-8279 / 0998-790 7904

[bacolod@humanheartnature.com](mailto:bacolod@humanheartnature.com)


 HNBacolod

Store Hours: Mon-Sat: 9:00AM – 6:30PM

**Bogo City Branch**

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

[hnbogo@humanheartnature.com](mailto:hnbogo@humanheartnature.com)

 HN.BOGO

Store Hours: Mon-Sat: 9:00AM- 6:00PM

**Bohol Branch**

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

[bohol@humanheartnature.com](mailto:bohol@humanheartnature.com)

 HNBohol

Store Hours: Mon-Fri : 8:30AM – 6:00PM

**Cebu City Branch**

Unit 3, The Strip, Osmeña Blvd.  
Capitol Site, Cebu City  
(032)236-0549/ 0942-004-0898

[cebucity@humanheartnature.com](mailto:cebucity@humanheartnature.com)


 HumanHeartNatureCebu

Store Hours: Mon-Sat: 9:00AM – 7:00PM

**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](mailto:mandaue@humanheartnature.com)

 HumannaturemandaueCebu

Store Hours: Mon-Sat: 9:00AM – 7:00PM

**Ormoc Branch**

Door 1, G/F Western Leyte College Bldg,  
Bonifacio St. Ormoc City, Leyte  
(053) 561 2478 / 0917-598-0002

[ormoc@humanheartnature.com](mailto:ormoc@humanheartnature.com)

 HNOrmoc

Store Hours: Mon-Sat: 9:30AM – 6:30PM

**Iloilo Branch**

#21 Ground Floor D-Jabez Bldg.,  
General Luna Highway, Iloilo City  
(033)335-5068 / 0917-700-0639

[iloilo@humanheartnature.com](mailto:iloilo@humanheartnature.com)

 HNIloilo

## MINDANAO

### Cagayan de Oro Branch

Sia Bldg. cor Arch. Hayes St.  
& Don Apolinar Velez St., CDO City  
(088) 852-4207 / 0933-569-6278  
/ 0906-790-4259

[cdo@humanheartnature.com](mailto:cdo@humanheartnature.com)


 HNCDOBranch

Store Hours: Mon-Sat: 10:00AM – 7:00PM

### 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](mailto:davao@humanheartnature.com)


 humanheartnature.Davao

Store Hours: Mon-Fri 9:00AM – 7:00PM  
Sat 9:00AM – 8:00PM

### 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

[gensan@humanheartnature.com](mailto:gensan@humanheartnature.com)


 HNGenSan

Store Hours: Mon-Sat: 9:00AM – 6:00PM

### Iligan Branch

G/F Philam Bldg, Mariano Badelles Sr. St.  
cor. Lluch St. Iligan City  
(063) 224-0118 / 063) 228-1144/  
0917-5877790 / 0923-735-7986 /

[iligan@humanheartnature.com](mailto:iligan@humanheartnature.com)

 HNIligan

Store Hours: Mon-Sat: 10:00AM – 6:30PM

## 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](mailto: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 selected Human Nature stores only )

### 5. Paypal (please send payment to [paypal@humanheartnature.com](mailto: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 upon 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 5:00 pm on Saturdays. **Kindly give us 4 hours lead time to prepare your orders prior to pick up.** Same day pick up ordering and payment cut-off is 2 pm.

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.

\* Kindly note that delivery timeframe during peak seasons would entail additional 3-5 business days from the usual timeframe.

\* 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](http://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 so you can conveniently shop anytime and anywhere.

### 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 resalable 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@humanhearnature.com](mailto:customer.service@humanhearnature.com); and Live Chat on our website.

For any other queries, you may check the FAQ page on our website: [www.humanhearnature.com](http://www.humanhearnature.com)

Like us on Facebook: [www.facebook.com/humanhearnature](http://www.facebook.com/humanhearnature)

Follow us on Twitter: <http://twitter.com/HumanNaturePhil>

Follow us on Instagram: [www.instagram.com/humanhearnature](http://www.instagram.com/humanhearnature)

Watch us on YouTube: <http://youtube.com/HumanNaturePhils>

**Switch to Goodness, Share the Goodness and Spread the Goodness! ☺**

-----**Member/Advocate Terms may be modified without prior notice**-----