



# **SALES PROCEDURES**

# ACCEPTING PAYMENT

## 1 CASH

Monies or deposits received with an order must be signed for in the space provided. Give the customer a copy on receipt of the money.

## 2 CREDIT AND DEBIT CARDS

Payment can be accepted by credit and debit card. Active consultants can qualify to rent a point of sale machine. Talk to your manager about the various options available. Please request the detailed procedure on how to process credit and debit cards from your manager.

Remember:

- One transaction may not be broken up into smaller transactions.
- Give the customer privacy when putting in her pin number.
- If the machine asks for a reference, use the order number as a reference.
- Support Centre approval is required for sales over R30 000 - ask your manager or sales centre secretary to assist.
- Always give the customer a receipt (even if it is sent electronically).
- If you feel uneasy, contact Support Centre or the authorisation number of the bank.

Manual transactions are limited to **under R15 000:**

- The card must always be present.
- You must take an imprint of the card on a manual voucher.
- Fill in all the required details.
- Check that the customer's ID agrees to the credit card.
- The customer must sign the voucher.

## 3 DEBIT ORDER

A deposit or full payment may be paid by debit order. Use the Debit Order Deposit Application Form. The customer may post-date the debit order for a minimum of one week and a maximum of one month from date of order. Promotions and prices applicable in the month that the order is SUBMITTED will still hold good, provided the debit order goes through on the due date. Commission is paid in the month that the deposit is paid.

## 4 INTERNET (EFT)

A customer can make payment via the internet. Proof of payment must be emailed to **info@amcsa.co.za**. Alternatively fax to 021 761 5139.

**Please use the order number as reference.**

Bank Name: **Nedbank**  
Branch Name: **Tygerberg Winelands**  
Branch Code: **118602**  
Account Name: **AMC Classic (Pty) Ltd**  
Account No: **1186033681**  
Account Type: **Current Account**  
Reference No: **AMC order number / Account number.**

In the case of a cash order paid in this way, stock can be issued once monies reflect on our banking statement and on the customer's account on the AMC system.

# PROCEDURES

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## 1. GENERAL RULES

- ① **Distribute your orders as follows:**  
**Original copy:** Hand to your manager or secretary, who will forward it to Support Centre.  
**Consultant's copy:** To be kept by consultant once your manager or secretary has signed that he/she has received the deposit.  
**Customer's copy:** Give to the customer when you collect the deposit.
- ② **Every order form must be accounted for.**  
Order forms are number controlled. Do not destroy or discard any order form – give them back to your manager.
- ③ **Do not use the customer's cash for any other reason.**  
If you do, you will not receive any commission on the order. You will also not be allowed to be a consultant anymore.
- ④ **Do not pay deposits on behalf of your customer.**  
If you do, the deposit will be forfeited, and no commission will be paid to you.
- ⑤ **Account/order number**  
The pre-printed number in the top right hand corner of the order form serves as the account number. Your customer will receive a separate statement for every order she places with AMC.
- ⑥ **The customer and witness must initial next to any alteration on the order form.**  
NEVER use correction fluid (e.g Tip-Ex) to make alterations on the order form.
- ⑦ **Anything a consultant does which appears to be fraud will result in immediate termination and loss of commission.**
- ⑧ **Please note that consultants may not accept goods or instalment payments from customers.**
- ⑨ **Postage on orders outside RSA and Namibia:**
  - Sales to foreign and neighbouring countries e.g. Swaziland and Lesotho are subject to payment of additional postage by the customer before the order is processed and accepted by AMC.
  - Please note that the payment of VAT, insurance and import duties on export orders are the responsibility of the customer in the country of destination.
  - Please note that VAT is not charged on an order where delivery directly from the factory is outside the Republic of South Africa except for Namibia and Botswana where we have a special operation in place.

# 2. ORDER FORMS

This is an example of an AMC ORDER FORM. The front of the order form must always be completed on ALL ORDERS. The back of the order form must also be completed for ALL CREDIT ORDERS. Refer to the numbers on the order form and description of each section on the next page.

## HOW DO I FILL IN THE ORDER FORM?

 <b>AMC Classic (Pty) Ltd</b> Reg. No. 1969/014299/07 TRADING AS <b>AMC Cookware</b> P.O. BOX 24600, LANSDOWNE 7779 4 CASTOR ROAD, LANSDOWNE 7780 TEL: 086 1111 262 FAX: (021) 761-5139 (DIRECT DEPOSIT BANK DETAILS): AMC CLASSIC (PTY) LTD. BANK: NEDBANK BRANCH CODE: 118602 ACC. No.: 1186033681		<b>ORDER NUMBER</b>  <b>PREVIOUS ACCOUNT No.</b>  					
<b>CUSTOMER'S NAME AND POSTAL ADDRESS TO WHICH STATEMENT/CORRESPONDENCE MUST BE SENT</b>							
MR	MRS	MISS	MS	OTHER	INITIALS	<b>DELIVERY ADDRESS IF DIFFERENT TO RESIDENTIAL/POSTAL</b>	
1ST NAMES						HOME LANGUAGE CODE NUMBER EXT.	
SURNAME						POST CODE	
ADDRESS						HOME BUS. CELL FAX	
I.D. NUMBER						CAN WE SEND YOU CORRESPONDENCE BY EMAIL? <input type="checkbox"/> Y <input type="checkbox"/> N	
RESIDENTIAL ADDRESS						CAN WE SEND YOU MORE INFORMATION ABOUT AMC COOKWARE? <input type="checkbox"/> Y <input type="checkbox"/> N	
E-MAIL							
<b>THE GOODS REQUIRED BY THE CUSTOMER</b>							
DESCRIPTION OF GOODS		PRODUCT / CODE	QTY.	UNIT PRICE	TOTAL		
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
<b>DELIVERY INSTRUCTIONS</b> FOREIGN? <input type="checkbox"/> Y <input type="checkbox"/> N POSTAGE <input type="checkbox"/> R INCLUDE IN DEPOSIT AMOUNT VAT? <input type="checkbox"/> Y <input type="checkbox"/> N MODE OF DELIVERY IF DELIVERY EX CONS CENTRE, ENTER C.C. CODE		<b>SUB-TOTAL (including VAT)</b> 11 Deduct PAYMENT received with order MONEY R CARD PMT R INTERNET PMT R DEBIT ORDER R		15 16 17			
<b>CONS. INFO / RECEIPT OF MONEY-LINE 12</b> CONS. CODE SALES TEAM SURNAME PHONE NO. ( )		13 PRINCIPAL DEBT (D) IF THIS ORDER IS TO BE PAID BY MONTHLY INSTALMENTS PLEASE COMPLETE THE FOLLOWING: ANNUAL INTEREST RATE (A) % NUMBER OF INSTALMENTS (B) INSTALMENT AMOUNT (C) TOTAL INSTALMENTS (C = A X B) TOTAL INTEREST (C - D) CREDIT COST MULTIPLIER 1.4		18 19 20 21 22			
CONS. SIGNATURE / DATE CONS. CENTRE USE / RECEIPT OF MONEY-LINE 12 SIGNATURE / DATE		INDICATE WITH A TICK (✓) SALES TYPE CUSTOMER CONSULTANT STAFF ORDER TYPE CASH CREDIT CARD PRICE SAVER CREDIT BUY AID INS. IF INSTALMENTS PAID BY DEBIT ORDER, (✓) BLOCK COMPLETE "YOUR DEBIT ORDER DETAILS".		23 24 25			
DEPOSIT SHEET NUMBER CAPTURED		ON BEHALF OF THE COMPANY AT CAPE TOWN ON: SIGNATURE / DATE					
<b>The Customer's Right</b> Please note that this document constitutes a quotation, pre-agreement and sales order. Once you have signed this document you are still permitted a period of five (5) business days to cancel this agreement as per section 121 (2) of the National Credit Act No. 34 of 2005. Prior to signing this document, please ensure that you have read, understand and accept the details of the financial and cost aspects of this agreement, as well as all terms and conditions on both the front and reverse sides of this document. To assist us in complying with the National Credit Act you are required to complete the last page of the agreement correctly and completely. Your signature therefore confirms that all information as supplied by you is true and correct. <b>Interest Free Credit</b> You agree that we can charge 2% interest per month for overdue amounts.		THIS SALES ORDER WAS SIGNED AND WITNESSED AT PLACE ON DATE SIGNATURE OF CUSTOMER SIGNATURE OF SPOUSE NAME OF WITNESS (PRINT) SIGNATURE OF WITNESS					
		NCR National Credit Regulator CP1273 AMC COOKWARE FOR LIFE bsa MEMBER					

ORIGINAL

# HOW DO I FILL IN THE ORDER FORM?

- 1 Enter the customer's previous account number if applicable.
- 2 Indicate the title of the customer and enter full initials, first names and surname including FULL POSTAL ADDRESS AND POSTAL CODE.
- 3 Enter the correct full ID number of the customer – this is very important.
- 4 Complete the customer's residential address if different to the postal address.
- 5 Enter the customer's e-mail address.
- 6 Enter the delivery address and postal code if it is different from the postal address. The street address is needed where the delivery is within our home delivery areas.
- 7 Enter the customer's home language.
- 8 Always enter the customer's contact number where she can be reached during office hours.
- 9 Indicate YES or NO whether the customer would like to receive correspondence via email and whether the customer would like to receive more information about AMC.
- 10 Enter full description of the goods purchased.
- 11 Enter the product code as displayed in the price list.
- 12 Enter the quantity purchased.
- 13 Enter the unit price for the type of order as per the price list.
- 14 Enter the total for that line.
- 15 Add up the lines of the total column.
- 16 Enter the amount paid as deposit with the order and whether the deposit is money, credit/debit card, internet transfer or debit order.
- 17 Deduct the Deposit in line 12 from the Subtotal in line 11 and enter the balance in line 13 (Principal Debt).
- 18 Enter the annual interest rate charged at the time of writing the credit order.
- 19 Enter the number of monthly instalments the customer will make.
- 20 Calculate the monthly instalment on the principal debt in line 13 of the order by using the Order Instalment Reckoner, and enter the amount on the order form. You can also access the Ready Reckoner on the AMC Website.
- 21 Multiply the number of instalments (A) with the instalment amount (B) and enter here.
- 22 Calculate Total Instalments (C) less Principal Debt (D) and enter the amount as Total Interest here.
- 23 Indicate with a tick the sales type of the order, e.g. customer/consultant/staff.
- 24 Indicate with a tick the order type, e.g. cash, credit card, PriceSaver, credit, buy aid or insurance.
- 25 If the monthly instalment is to be paid by debit order, please indicate with a tick and complete the relevant section for debit order details on the reverse of the order form.
- 26 Delivery instructions – where applicable complete this section i.r.o. foreign deliveries i.e. surface mail or airfreight, or from the Consultant Centre.
- 27 Payment with order – complete this section in full only on receipt of the customer's deposit – enter full consultant information, as this will determine to whom commission is paid.
- 28 **Signatures:**
  - Customer signature – it is fraud if anybody other than the customer signs the order. Only the customer may sign.
  - Signature of spouse – where the income is combined – the order must be signed by the customer and their spouse.

# HOW DO I FILL IN THE BACK OF THE ORDER FORM?

This is an example of the back of an AMC ORDER FORM.

The back of the order form must be completed for **ALL CREDIT ORDERS**.

Refer to the numbers on the order form and description of each section on the next page.

Tell us about ....

YOURSELF																
GENDER	M	F	NICKNAME					DATE OF BIRTH	D	D	M	M	Y	Y	Y	Y
MARITAL STATUS	MARRIED		SINGLE		OTHER			29	MARITAL TYPE	C.O.P.		ANTE NUP		OTHER		

YOUR EMPLOYMENT											
EMPLOYER'S NAME											
PHYSICAL ADDRESS											
										POSTAL CODE	
OCCUPATION										YEARS EMPLOYED	
DEPARTMENT										EMPLOYEE NR	


YOUR SPOUSE											
SURNAME						FIRST NAME					
RELATIONSHIP		HUSBAND		WIFE		EMPLOYER'S NAME					
TEL						OCCUPATION					
DEPARTMENT						EMPLOYEE NR					

YOUR FRIEND OR RELATIVE											
NAME						SURNAME					
RESIDENTIAL ADDRESS											
										POSTAL CODE	
TEL											

YOUR MONTHLY BUDGET (Please complete correctly and in full)			
	CUSTOMER	SPOUSE (If required)	
• GROSS SALARY	=	(A)	=
• DEDUCTIONS PER PAYSリップ	-	(B)	-
NETT SALARY (A)	=R	(C)	=R
MONTHLY COMMITMENTS			
• INSTALMENT ACCOUNTS	+	(D)	+
• LIVING EXPENSES	+	(E)	+
SUB TOTAL (B)	=R	(F)	=R
DISPOSABLE INCOME (A-B)	=R	(G)	=R

KINDLY ATTACH YOUR **LAST 3 PAYSLEIPS** TO THIS FORM IF YOU ARE AN EMPLOYEE.  
IF YOU ARE SELF-EMPLOYED WE REQUIRE YOUR **LAST 3 MONTHS BANK STATEMENTS**.

**THANK YOU** FOR TAKING THE TIME TO COMPLETE THIS FORM.  
WE TRUST THAT YOU WILL BE FULLY SATISFIED WITH YOUR PURCHASE OF OUR EXCLUSIVE PRODUCTS.



YOUR DEBIT ORDER DETAILS											
ACCOUNT HOLDER'S SURNAME											
FIRST NAME										INITIALS	
ID No.											
DEDUCT FROM				CHEQUE		SAVINGS		TRANSMISSION			
ACCOUNT No.											
BANK											
BRANCH NAME											
BRANCH No.											
DATE ON WHICH DEDUCTION TO TAKE PLACE (PLEASE USE SALARY PAY DATE) D D											
AMOUNT TO BE DEDUCTED (NOT LESS THAN MONTHLY INSTALMENT) R											
I HEREBY AUTHORISE AMC CLASSIC (PTY) LTD TO DEBIT MY ACCOUNT WITH THE AMOUNT AS STATED ABOVE AND CONFIRM THAT I HAVE READ AND AGREE TO THE AUTHORITY AND MANDATE TERMS AND CONDITIONS IN RESPECT OF ALL AMC CLASSIC (PTY) LTD ELECTRONIC DEBITS ON THE REVERSE OF THIS FORM.											
SIGNED AT										D D M M Y Y Y Y	
(PLACE)											
SIGNED BY											
ACCOUNT HOLDER'S SIGNATURE											
ALWAYS ENSURE THAT THERE IS MONEY IN YOUR BANK ACCOUNT ON THE ABOVE DATE											

- 29 Customer Information – this section must be completed in full for all credit orders.
- 30 Employment Details – the current employment details of the customer.
- 31 Personal Information of Spouse – this section must be completed in full.
- 32 Information of Relative/Friend – details of a relative or friend not living with the customer.
- 33 Your Monthly Budget.

**We need to assess whether the customer can afford the monthly payments:**

- A Enter the total gross salary which is the basic salary plus other allowances.
- B Enter the total deductions as shown on the payslip.
- C Total gross salary minus total deductions = net salary (take-home pay).
- D What are the total instalments paid by the customer on other accounts?
- E What are the customer's living expenses every month? Tell the customer to consider what she spends on food, water, electricity, transport, school fees, clothing, security.
- F Total of "monthly commitments".
- G Net salary minus monthly commitments = "disposable income".

- 34 Debit Order Details – if the account (PriceSaver or credit) is to be paid by debit order, complete all details carefully and accurately.

## 3. WHAT TYPE OF ORDER DO I HAVE?

### CASH ORDER

The full price of the goods is paid when you write the order. The customer can pay with cash, debit order or by EFT. Cash orders may get a discount subject to the monthly promotion.

### CREDIT CARD ORDER (INCLUDING BUY AID AND DEBIT CARD)

The full price of the goods is paid by credit or debit card when you write the order. Credit card orders may get a discount subject to the monthly promotion.

### PRICESAVER ORDER

The customer pays a minimum deposit of 5% with the order and has 14 months, or up to a maximum of 18 months to pay the outstanding balance. The goods will be delivered after the total outstanding balance has been paid by the customer within the PriceSaver period. **The minimum balance after deposit (line 13) must be R300.00 or more.** If the customer qualifies for a free gift, the gift will be sent when the full purchase price is paid within the contract period. The sooner the customer settles the PriceSaver order, the sooner the cookware will be delivered.

### CREDIT ORDER

The customer may place an order with or without a deposit as per the monthly promotion. The balance plus interest is paid by the customer in monthly instalments. The goods will be delivered when the order is accepted by Support Centre. If the customer qualifies for a free gift, the gift will be sent when the full purchase price and interest is paid within the contract period. Orders must qualify as per our credit rules and all required documentation must be submitted with the order.

### INSURANCE

The customer has submitted an insurance claim to his insurer and wants to replace her cookware.

### SPARE AND SUNDRY SALES

There is no discount or commission on the sale of spare and sundry components. The sale of spare and sundry

components must be recorded on a cash sale slip. A special 10% discount is granted on the normal retail price on the spares/sundries price list when consultants purchase spares and sundries in excess of R100.00 over the counter at the consultant centre.

## STOKVEL ORDER

The orders are written at the time of the original "stokvel" and prices are fixed for the duration of the stokvel. The stokvel leader collects from each stokvel member an amount which collectively adds up to the value of one order. This money is banked on the first order that appears on the stokvel control sheet and that order is then delivered to the member. **Approval to be obtained from the Customer Service Department before cookware is issued ex-Sales Centre.** The stokvel is valid for the duration of the number of orders, for example, if there are 8 orders, the stokvel will be valid for 8 months.

The stokvel leader is responsible to collect monies monthly from each member for the duration of the stokvel agreement so that each member of the stokvel receives his order in the allocated month of delivery. Stokvel orders may get a discount subject to the monthly promotion.

# 4. HOW DO I SELL ON CREDIT?

Discuss the various payment options with your customer. Only offer credit as an option after explaining cash, credit card and PriceSaver sales to your customer.

- Explain how credit works to your customer
- Assist your customer in assessing whether she can afford the purchase
- Assist your customer in gathering all the documents required
- Submit your order to Support Centre for processing

## HOW DOES CREDIT WORK?

### CREDIT

The customer receives the goods now and will pay in instalments over a number of months subject to monthly promotions.

### CONTRACT LENGTH

The number of months that the customer must pay the instalment to AMC. If the customer pays the instalment every month the account will then be fully paid at the end of the contract period.

### INTEREST

Every month AMC will charge interest on the balance outstanding on the customer's account. The sooner the customer pays up the account, the less interest she will have to pay. The National Credit Act tells us the rate of interest AMC can charge. This rate can go up and down and this means that the customer's instalment may go up and down.

Sometimes AMC offers an Interest Free Credit Promotion. No interest is charged unless a customer does not pay a monthly instalment. Interest is charged on arrears as per the NCA (National Credit Act) allowed rates.

### INSTALMENT

The amount of money the customer must pay every month. This will cover the price of the goods and the interest charged every month. The customer will therefore pay more than the original price of the goods over the length of the contract (see Total Instalments on the order form). The difference is the interest. AMC does not have any other charges on the account other than interest UNLESS the customer does not pay the account every month.



If the customer misses payments, the customer will then also have to pay the costs of letters and phonecalls AMC has to make in order to get the customer to pay. The customer will then also have to pay additional interest. If your customer does not want to pay interest, explain the PriceSaver option to the customer. If a customer pays her credit account in full within three months of the purchase, she will not have to pay any interest on the account. Every time the customer makes a payment this will be shown on her credit history and will improve her credit rating. It is very important not to miss payments so that she can keep her good credit rating.

The National Credit Act protects your customer and AMC complies with the Act. Your customer has:

- The right to apply for credit and for AMC to assess her application FAIRLY
- The right that you as the consultant and AMC will keep this information PRIVATE
- The right to get a copy of the order form
- The right to find out why she did not qualify for credit.

## HOW MUCH CAN MY CUSTOMER AFFORD?

AMC may not give the customer more credit than the customer can comfortably afford. The customer can afford the purchase if she can still pay all her other debt and her other expenses after purchasing AMC.

**It is very important that the customer gives AMC information that is correct and truthful.**

The customer must consider all of her expenses when drawing up the monthly budget on the back of the order form. Make sure that the customer has considered the following:

- |               |               |                    |
|---------------|---------------|--------------------|
| • Food        | • Transport   | • Security         |
| • Water       | • School fees | • Telephone        |
| • Electricity | • Clothing    | • Medical expenses |

Make sure the customer is budgeting some savings in case she has an emergency.

If the total amount on the order is too high, encourage your customer to make a smaller purchase. She can always purchase more products once she has paid up her first account.

Encourage your customer to pay a bigger deposit – the monthly instalments will be easier to manage.

Give the customer a chance to think about the purchase before she signs.

### RULES:

1. Length of the credit contract: as per monthly promotion.
2. Income requirements:
  - Single salary – R3000 per month
  - Combined salary – R4500 per month (submit both spouses' payslips)
  - Minimum take home pay R1000
  - Minimum monthly instalment is R75
  - Disposable income per the budget must at least cover the AMC instalment
  - The principal debt (line 13 on the order form) cannot exceed the customer's gross monthly salary

Example: If customer earns R10 000, she can buy up to R10 000.

  - Gross monthly salary includes basic salary and regular allowances the customer receives every month.
  - Overtime will also be included in gross monthly salary if it is regular (occurs every month). You must indicate clearly on the payslip that the overtime is regular. This may be confirmed with the employer.
  - Gross monthly salary does not include Company Medical Aid or Company Pension/Provident Fund contributions.
3. The customer is not under debt review/administration/sequestration.
4. Deposits are payable as per monthly promotional material.
5. Existing/previous customers must have up-to-date accounts with regular payments. They must also comply with all the documents required for first time customers.
6. The customer must be at least 18 years old.
7. The customer must live and work in South Africa, Namibia or Botswana.
8. The customer must understand the terms and conditions of the agreement.

## WHAT DOCUMENTS DOES MY CUSTOMER NEED TO SUBMIT?

### INFORMATION REQUIRED FOR ALL CUSTOMERS:

- The order form properly and correctly completed front and back including:
  - Personal information
  - Employment details
  - Spouse details
  - Friend/relative details
- At least one contact number where the customer can be contacted during the day.
- A copy of the customer's ID.  
PLEASE KEEP THIS INFORMATION PRIVATE
- If the customer wants to keep her salary private from the consultant, she can put her payslips in an envelope and seal it. The envelope must be stapled to the order form. The envelope will be opened at Support Centre and only used to verify income. The payslip will then be returned to the customer if requested.

### INFORMATION REQUIRED FOR SALARIED EMPLOYEES, CONTRACT EMPLOYEES OR COMMISSION EARNERS:

- Most recent payslip or 1 month latest bank statement.
- Credit will not be granted if the payslip shows any deductions for emolument attachment orders, default judgements or administration/sequestration orders.

### INFORMATION REQUIRED FOR SELF-EMPLOYED CUSTOMERS:

#### Is the customer a self-employed person?

- The customer runs her own business either in her own name or through a CC/Company/Partnership AND
- She does not receive a payslip or her pay changes from month to month depending on how well the business is doing.

#### What do I need as proof of income for a self-employed person?

- 1 month latest bank statement of the **customer's own bank account** which shows the customer's income, customer's name, bank name and bank account number. If the customer signs a debit order with this bank account, it will enable us to process the order much faster.

## WHAT HAPPENS AFTER I SUBMIT MY ORDER TO SUPPORT CENTRE?

### IMPORTANT

- AMC may independently confirm the information on the payslips or any other information provided by the customer, even if the payslips have been checked and signed by the sales manager.
- AMC may independently confirm contact details of the customer and the employer before delivery.
- AMC will assess the application for credit according to the credit rules and the ability of the customer to afford the credit according to the National Credit Act.
- Commission will only be paid once the order has been accepted by Support Centre. If the required information is not received, the order will be placed on hold and no commission will be paid, until the order has been accepted.

### WHAT MUST I DO IF THE CREDIT APPLICATION IS REJECTED/HELD?

The order may be held at Support Centre if information is outstanding. Please forward the required information as soon as possible so that the order can be accepted. If the information is not received after three months, the order will be cancelled. The credit application may also be rejected. Encourage your customer to place the order as a PriceSaver sale. The rejection letter from AMC explains the reason why credit was not given.

THIS INFORMATION IS CONFIDENTIAL AND MUST BE KEPT PRIVATE.

# 5. HOW AND WHEN MUST MY CUSTOMER PAY?

## ADVICE TO CUSTOMERS ON HOW AND WHEN TO PAY INSTALMENTS

The customer must make sure that AMC receives the instalment on or before the 30th day of every month. The customer must always use her account/order number as a reference when she sends AMC any communication. The customer will receive a monthly statement. All the details on how to make payment are on the statement. Advise the customer to call the Customer Service Department if she has any questions.

## “HASSLE FREE” WAYS TO PAY AN AMC ACCOUNT

### DEBIT ORDER

Debit Order is the easiest way to make payment. It is a safe and reliable way to pay on AMC account. Encourage customers to pay using this method. Use the debit order section on the order form.

### PAYMENT METHODS

Credit cards & debit cards are accepted

NB: Cash must be brought into the sales centre within 7 days of receipt from the customer.

Your customer can pay their account in 7 easy ways:

- Debit Order
- Nedbank
- First National Bank
- AMC Consultant Centres
- ABSA Bank
- Easy Pay (Pick 'n Pay, Shoprite/Checkers)
- Post Office

# 6. DELIVERIES

Delivery will be made via Home Delivery or the Post Office 2 to 3 weeks after receipt of the order at Support Centre or after receipt of final payment. Cash sales will be given preference.

Any queries regarding delivery of an order should be directed to the Customer Service Department at [info@amcsa.co.za](mailto:info@amcsa.co.za) or **086 1111 262**.

## ORDERS RETURNED BY THE POST OFFICE AS UNCLAIMED:

### CREDIT ORDERS WITH DEPOSIT

The customer will be contacted via telephone informing her that the goods have been returned and if she wishes for the goods to be re-despatched. If re-despatch is not actioned within three months of communication, the order will be cancelled and 10% of the purchase price including VAT will be retained to defray expenses.

### NO DEPOSIT ORDERS TO EXISTING CUSTOMER

A 10% deposit is required before the order can be re-despatched. If re-despatch is not actioned within 3 months of communication, the order will be cancelled.

## 7. INSURANCE OF COOKWARE (AFTER DELIVERY)

It is the responsibility of the customer to ensure that the cookware is adequately insured upon acceptance of delivery of the cookware.

## 8. EXCHANGES (AFTER DELIVERY)

No exchange fee is payable by the customer when she wishes to exchange her purchase for any other products on the current cookware catalogue or price list, at any of our Consultant Centres or at Support Centre. Products to be exchanged must be the current range, in an unused condition and in original packaging.

The exchange will be accepted at the price the customer paid for the item that is being returned and the new price for the item being issued. The customer must be able to furnish us with an order number as proof that the product was purchased from AMC so that we can determine the purchase price. If a customer exchanges her product for one of a lesser value and requests that the difference be refunded, an electronic refund for the difference will be processed by Support Centre. The difference will be calculated on the price paid at the time of the purchase and the current price of the exchange item. Any difference in price must be paid upfront by the customer if the exchange is for a higher priced item. The Customer Service Department must be notified of any refund request. AMC Cookware and AMC Lifestyle products cannot be exchanged for items on the Spares and Sundries price list. Free Promotional gifts cannot be exchanged.

## 9. CHANGE OF ORDER (BEFORE DELIVERY)

The products required on an order may be changed only if the goods have not been delivered to the Post Office/Depots or to the customer. The changes required must be supplied to the Customer Service Department at our AMC Cookware Support Centre by phone or via email. The Customer Service Department will advise whether a replacement order is required or not.

**IMPORTANT:** Changes will not be accepted after the goods have been delivered. The customer or consultant can either do an exchange or alternatively, return the cookware in an unused condition and in original packaging to the nearest sales office for cancellation and forward a replacement order to our AMC Cookware Support Centre for the correct items required. This does not apply where the product is no longer part of the current range.

## 10. CANCELLATION OF ORDER

Orders may be cancelled by consultants or customers by telephone, in person or via mail subject to the following conditions:

- If cancellation takes place within 5 days from placing (signing) the order there is no cancellation fee.
- If cancellation of an order takes place after 5 days from signing the order or after the goods have been delivered to the Post Office/Depots, a cancellation fee of 10% of the sales value including VAT will be charged.
- PriceSaver Orders: 1% of the sales value including VAT will be charged.
- AMC Cookware Support Centre reserves the right to a final decision of any cancellation.

# 11. RETURNS UNDER GUARANTEE

The detailed guarantee of our cookware is printed in The Cook's Book and other instruction booklets. Defective units may be returned to any of the company's Sales Centres or the Customer Service Department at our Support Centre. GOODS MAY NOT BE RETURNED TO THE CONSULTANT. The goods will be inspected and if necessary repaired or replaced free of charge. Where the defect is clearly visible, such as damages resulting from bad handling by the Post Office, the goods must be returned within 7 days from receipt.

## IMPORTANT:

- The Akkutherm® base of a waterless cookware unit is not guaranteed against melting.
- The Visiotherm® is guaranteed for two years from date of purchase.
- The Audiotherm® is guaranteed for two years from date of purchase.
- All Elements are guaranteed for two years from date of purchase.
- The Electric Probe is guaranteed for two years from date of purchase.
- The Speedcooker® long handle on the lid is guaranteed for 2 years from date of purchase.
- Lid knobs, handles, the feet of electrical cookware and all other Nylon parts are guaranteed for two years from date of purchase.
- The Urn Tap and Switch are guaranteed for two years from date of purchase.
- The Rubber Sealing Ring is guaranteed for one year from date of purchase.
- The AMC Flux, AMC Edge Knives and AMC Braai is guaranteed for 1 year. Impression Cutlery is guaranteed for 10 years.

# 12. COMPLAINTS & ENQUIRIES

Enquiries should preferably be in writing and must be directed as follows:

- Commission Enquiries – enquiries about commissions must be made to the consultant's manager.
- Refer all customer enquiries to the Customer Service Department on **086 111 1262 or [info@amcsa.co.za](mailto:info@amcsa.co.za)**.
- Business Hours: Monday to Thursday - 8.00am to 5.00pm  
Friday - 8.00am to 4.00pm