



SALES PROCEDURES

ACCEPTING PAYMENT

1 CASH

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

2 PAYMENT LINK

You can create a Payment Link for your customer when placing an order on the AMC App. A Payment Link will send a WhatsApp, SMS and email to your customer with a link that allows your customer to process a card payment on their own device. This link expires after 48 hours. If you did not create a Payment Link on the App, you can still request one manually by doing the following:

1. Email info@amcsa.co.za and put the words "Payment Link" in the subject of the email.
2. Include the following details:
 - Customer name and surname
 - Customer cellphone number
 - Customer email address
 - Order number (IMPORTANT: please be accurate so that the payment can be correctly allocated)
 - Amount

Tell your customer to expect an SMS and an email with a payment link.

3 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 their pin number.
- When 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 Consultant Support Centre Administrator 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.

4 DEBIT ORDER

A deposit or full payment may be paid by debit order up to a limit of R 5 000.00. Use the Debit Order Deposit Application Form or select the Debit Order payment method on the App. 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 PLACED 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 and if the order is accepted.

ACCEPTING PAYMENT

5 INTERNET (EFT)

A customer can make payment via the internet. AMC is an approved beneficiary with the following banks. Your customer simply needs to search for 'AMC Cookware':

Nedbank, FNB, ABSA, Standard Bank, Capitec Bank, Investec

IMPORTANT: Please use the order number as reference.

For any other bank, please use the following details:

Bank Name:	Branch Name:	Branch Code:	Account Name:	Account No:	Account Type:	Reference No:
Nedbank	Tygerberg Winelands	198765	AMC Classic (Pty) Ltd	1186033681	Current Account	AMC order number or 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 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.
- 2 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.
- 3 Account/order number**
The pre-printed number on the top right hand corner of the paper based order form or the number displayed on the top left of the screen when ordering on the App serves as the account number. Your customer will receive a separate statement for every order they place with AMC.

4 RULES REGARDING PAPER BASED ORDERS

Distribute your paper based orders as follows:

Original copy:

Preferred: Scan and email the order to orders@amcsa.co.za - ensure that you include all the pages when the order is a credit order. Alternatively, hand to your manager or a Consultant Support Centre Administrator, who will forward it to Support Centre.

Consultant's copy: To be kept by the Consultant once your manager or Consultant Support Centre Administrator has signed that they have received the deposit.

Customer's copy: Give to the customer when you collect the deposit.

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.

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.

5 Anything a Consultant does which appears to be fraud will result in immediate termination and loss of commission.

6 Please note that Consultants may not accept goods or instalment payments from customers.

7 Postage on orders outside RSA, Namibia and Botswana:

- Sales by South African based Consultants may only be made to our neighboring countries. Sales to these countries must exclude VAT. The Customer Service Dept must be contacted to get the delivery costs. This must be added to the order and paid upfront by the customer before the order is processed and accepted by AMC. The customer is responsible for any VAT & import duties payable in the country of destination upon receiving the cookware.
- Sales MAY NOT be made to other foreign countries. Foreigners who visit South Africa may purchase in South Africa and take delivery either in South Africa or in their home country.
For orders delivered in South Africa - VAT must be charged. No extra delivery fee is charged.
Delivery to home country - no VAT is charged but a quotation for delivery costs must be obtained and paid for as explained above. There will be additional tax and customs costs for the customer's account in their home country.
- 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. HOW TO SUBMIT AN ORDER

AMC CONSULTANT APP

The best way to submit an order is via the AMC App. Using the AMC Consultant App to place an order is a very simple process. You can find the AMC app on Google Play store for Android users or Apple store for Iphone Users. If you are unsure of how to use the app, please speak to your Sales Manager or download our App User Guide.

LINK TO THE AMC CONSULTANT APP USER GUIDE

This is available on our website:

<https://www.amcsa.co.za/en/amc-consultants/amc-consultant-app/>

MANUAL ORDER FORM

However, you can also use a manual paper based order form. This is an example of an AMC PAPER BASED ORDER FORM. The front of the order form must always be completed on ALL ORDERS. The second page of the order form must also be completed for ALL CREDIT ORDERS including Interest Free 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?

AMC Classic (Pty) Ltd Reg. No. 1969/014299/07 TRADING AS
AMC Cookware
 P.O. BOX 24600, LANSDOWNE 7779 4 WATERFORD MEWS, CENTURY CITY 7441 TEL: 086 1111 262 FAX (021) 761-5139
 (DIRECT DEPOSIT BANK DETAILS):
 AMC CLASSIC (PTY) LTD. BANK: NEDBANK BRANCH CODE: 118602 ACC. No.: 1186033681

ORDER NUMBER
PREVIOUS ACCOUNT No.

CUSTOMER'S NAME AND POSTAL ADDRESS TO WHICH STATEMENT/CORRESPONDENCE MUST BE SENT

MR MRS MISS MS OTHER INITIALS
 1ST NAMES
 SURNAME
 ADDRESS
 POST CODE

DELIVERY ADDRESS IF DIFFERENT TO RESIDENTIAL/POSTAL
 HOME LANGUAGE
 CODE NUMBER EXT.
 HOME
 BUS.
 CELL
 FAX

I.D. NUMBER

RESIDENTIAL ADDRESS

E-MAIL

CAN WE SEND YOU CORRESPONDENCE BY EMAIL? Y N
 CAN WE SEND YOU MORE INFORMATION ABOUT AMC COOKWARE? Y N

THE GOODS REQUIRED BY THE CUSTOMER

DESCRIPTION OF GOODS	PRODUCT / CODE	QTY.	UNIT PRICE	TOTAL
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

DELIVERY INSTRUCTIONS

FOREIGN? Y N POSTAGE R INCLUDE IN DEPOSIT AMOUNT
 VAT? Y N MODE OF DELIVERY
 IF DELIVERY EX CONS CENTRE, ENTER C.C. CODE

11 SUB-TOTAL (including VAT)

12 Deduct PAYMENT received with order

MONEY	R
CARD PMT	R
INTERNET PMT	R
DEBIT ORDER	R

13 PRINCIPAL DEBT (D)

15

16

17

CONS. INFO / RECEIPT OF MONEY-LINE 12

CONS. CODE SALES TEAM
 SURNAME
 PHONE NO.
 CONS. SIGNATURE DATE

IF THIS ORDER IS TO BE PAID BY MONTHLY INSTALMENTS PLEASE COMPLETE THE FOLLOWING:

ANNUAL INTEREST RATE % NUMBER OF INSTALMENTS (A)
 INSTALMENT AMOUNT (B) R
 TOTAL INSTALMENTS (C = A X B) R
 TOTAL INTEREST (C - D) R
 CREDIT COST MULTIPLIER 1,4

MONTHLY PAYMENTS MUST REACH US ON OR BEFORE THE LAST DAY OF EACH MONTH

INDICATE WITH A TICK (✓) SALES TYPE CUSTOMER CONSULTANT STAFF
 ORDER TYPE CASH CREDIT PRICE SAVER CREDIT BUY AID INS.

IF INSTALMENTS PAID BY DEBIT ORDER, (✓) BLOCK COMPLETE "YOUR DEBIT ORDER DETAILS".

ON BEHALF OF THE COMPANY AT CAPE TOWN ON:

DEPOSIT SHEET NUMBER CAPTURED SIGNATURE DATE

The Customer's Right
 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.

Interest Free Credit
 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
 DSA 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 email address.
- 6 Enter the delivery address and postal code if it is different from the postal address. The street address is needed for delivery.
- 7 Enter the customer's home language.
- 8 Always enter the customer's contact number where they 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 promotion or Product Catalogue.
- 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 This will be zero for interest free credit.
- 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 dividing the principal debt by the number of instalments and enter the amount on the order form.
- 21 Multiply the number of instalments (A) with the instalment amount (B) and enter here.
- 22 This amount will be zero for interest free credit.
- 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 (includes Interest Free Credit) 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 Support 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 SECOND PAGE OF THE ORDER FORM?

This is an example of the second page of an AMC PAPER BASED ORDER FORM.

This form must be completed for **ALL CREDIT ORDERS including Interest Free Credit.**

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								
PHONE												OCCUPATION	
DEPARTMENT												EMPLOYEE NR	

YOUR FRIEND OR RELATIVE


NAME												SURNAME			
RESIDENTIAL ADDRESS															
												POSTAL CODE			
														PHONE	

33 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 PAYSリップS** 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.



34 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 including Interest Free 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 they 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.

PRICESAVER ORDER

The customer pays a minimum deposit of 5% with the order and has 14 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 value for a PriceSaver order is R1000.** 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.

INTEREST FREE CREDIT ORDER

The customer pays a minimum deposit of 5% with the order and has 15 months or a maximum of 24 months to pay. 0% interest is charged, provided the account does not go into arrears. 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 any interest charged is paid within the contract period. Orders must qualify as per our credit rules and all required documentation must be submitted with the order and emailed to orders@amcsa.co.za. Arrear interest at 2% per month will be charged on any outstanding amount.

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 or ordered on the App. A special 10% discount is granted on the normal retail price on the spares and sundries price list when Consultants purchase spares and sundries in excess of R100.00 over the counter at the Consultant Support Centre.

STOKVEL ORDER

The orders are written or placed at the time of the original "stokvel" and prices are fixed for the duration of the stokvel. The Stokvel leader is responsible to arrange that the Stokvel members pay 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 from the Consultant Support 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 then responsible to arrange that the Stokvel members pay up for the duration of the Stokvel agreement so that each member of the Stokvel receives their order in his allocated month of delivery. Stokvel orders may get a discount subject to the monthly promotion. When processing your Stokvel orders on the App, you need to tell us which Stokvel orders belong together as part of the same Stokvel by completing a Stokvel Control Sheet, found here: <https://forms.gle/BJ2gJNMFz9KPNMon6> - This link can also be found on the Consultant Portal at www.amcsa.co.za/consultants/.

4. HOW DO I SELL ON CREDIT?

- Explain how credit works to your customer
- Assist your customer in assessing whether they 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.

AMC offers an Interest Free Credit purchase option. 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.

If the customer misses payments, the customer will also have to pay the arrear interest. Every time the customer makes a payment this will be shown on their credit history and will improve their credit rating. It is very important not to miss payments so that they can keep their good credit rating.

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 they can still pay all their other debt and their 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 their expenses when drawing up the monthly budget.

Make sure that the customer has considered the following:

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

Make sure the customer is budgeting some savings in case they have an emergency.

If the total amount on the order is too high, encourage your customer to make a smaller purchase. They can always purchase more products once they have paid up their 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 they sign.

RULES:

- 1.** Length of the credit contract: as per monthly promotion.
 - Minimum order value R1000
 - Maximum credit allowed per customer R35 000
- 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 as 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, they 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, if using the paper based method, properly and correctly completed front and back.
- A copy of the customer's ID to be submitted with the paper based form or emailed to orders@amcsa.co.za if the order was placed on the App.

PLEASE KEEP THIS INFORMATION PRIVATE

- If the customer wants to keep their salary private from the Consultant, they can email it to orders@amcsa.co.za.

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 their own business either in their own name or through a CC/Company/Partnership AND
- They do not receive a payslip or their 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 payslip or any other information provided by the customer, even if the payslip has 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.
- 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 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 unsuccessful. Encourage your customer to place the order as a PriceSaver sale. Your customer can contact Customer Service if they need further information as to why credit was unsuccessful.

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 their account/order number as a reference when they send 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 or email them on info@amcsa.co.za if they have 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 an AMC account. Encourage customers to pay using this method. Use the debit order section on the order form or complete this when you are prompted to on the App.

PAYMENT METHODS

Your customer can pay their account easily:

- Debit Order
- By EFT - All major banks reflect AMC Cookware as an approved beneficiary.
- AMC Consultant Support Centres - Cash, credit cards & debit cards are accepted.
- Easy Pay

6. DELIVERIES

Delivery will be made via Home Delivery in 2 to 3 weeks after the order has been accepted or after receipt of final payment. Cash sales will be given preference.

All orders over R1000 are delivered free of charge, and our deliveries are made by courier. For deliveries under R1000, a delivery fee of R100 is charged to your order. Any queries regarding delivery of an order should be directed to the Customer Service Department at info@amcsa.co.za or 086 1111 262.

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 they wish to exchange their purchase for any other products in the current cookware catalogue or price list, at any of our Consultant Support Centres. 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 their 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. **End of line or discontinued products and 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 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 Consultant Support Centre 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 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 AMC Cook's Book and other instruction booklets. Defective units may be returned to any of the company's Consultant Support Centres. **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 courier company, 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.
- 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 two 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 Kettle, AMC Edge Knives, AMC Steak Knives and AMC Braai are guaranteed for one year.
- Impression Cutlery is guaranteed for ten 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 or emailed to Consultantservices@amcsa.co.za
- Refer all customer enquiries to the Customer Service Department on **086 111 1262** or **info@amcsa.co.za**.
- Business Hours: Monday to Thursday - 8.00am to 5.00pm
Friday - 8.00am to 4.00pm