

You are reading the Terms and Conditions between you (“you” or “your”) and Savara Beauty (Pty) Ltd (“Savara Beauty”, “we”, “us” or “our”). Savara Beauty owns and supplies the DOT Fragrances product range, along with any other products or brands we may offer in the future.

These Terms explain how you may use our website and how we supply products to you as an Agent. We may update these Terms from time to time, and the latest version will always be available on our website. If you do not agree with any updated Terms, you may stop using our services. If you continue ordering from us after any updates, it means you accept the new Terms. Please keep a copy of these Terms for your records.

By becoming a Savara Agent, you agree to the following terms:

1. Becoming an Agent

- You automatically qualify to become a Savara Beauty Agent by purchasing a DOT Fragrance Reseller Kit through the DOT Fragrances website
- To activate your Agent status, you will need to complete your details to register and accept the Savara Beauty Terms & Conditions
- There is no additional registration or joining fee
- Your DOT Fragrance Reseller Kit includes preselected fragrances and gives you access to Agent pricing and benefits
- You automatically qualify for any Agent incentives, competitions, or leaderboard campaigns run by Savara Beauty
- You automatically qualify to sell all future products offered by Savara Beauty

2. Agent Pricing and Orders

- You purchase each product at the Agent price specified for that item
- Cost prices are subject to change at the discretion of Savara Beauty. You will be notified of any changes
- A recommended retail price (RRP) will be provided for each product. You may determine your own selling price but are encouraged to follow the recommended retail price
- Following your DOT Fragrance Reseller Kit order, there is a minimum order quantity of 15 items to qualify for the Agent price
- Orders of less than 15 items will be billed at the standard retail price
- To maintain Agent pricing, you must place at least one order of 15 bottles every month
- You are encouraged to sell products at or near the recommended retail price provided by Savara Beauty. Savara Beauty reserves the right to investigate and address instances where products are consistently sold at prices that may damage the reputation or perceived value of the brand

3. Agent Benefits

- You may gain access to exclusive agent incentive benefits such as funeral cover, streaming subscriptions, discount vouchers, and promotional giveaways
- Benefits are provided through third-party providers and may change at any time
- You have the option to make use of these benefits and are not obligated to do so
- Where applicable, you will register for these benefits directly with the third-party provider and are to comply with the terms of each third-party provider directly
- Savara Beauty accepts no liability for third-party service issues

4. Agent Incentives

- From time to time, Savara Beauty may run agent incentive campaigns or competitions
- Agents may stand a chance to win prizes, free product, vouchers, or other promotional rewards
- Incentives will be subject to specific campaign rules and qualifying criteria
- Savara Beauty reserves the right to amend, extend, or withdraw any incentive campaign at its discretion
- Incentives are not guaranteed and will be awarded based on the terms of each campaign

5. Sharing of Contact Details

- By joining, you consent to Savara Beauty sharing your details with potential customers requesting an Agent in their area
- Shared details may include your name, phone number, email address, and general location
- This is solely for customer connection and will not be sold
- Savara Beauty is not responsible for interactions between you and referred customers

6. Communication

- By participating, you consent to receiving advertising, marketing, and promotional material, with an option to opt out at any time via our various communication channels
- You will be added to our official WhatsApp communication channel for updates, support, and important notices
- Personal information may be shared within the Savara Beauty group of companies for operational purposes
- All communication complies with POPIA
- Your information is used only for purposes related to your Agent role

7. Payments and Delivery

- A flat delivery fee of R80 applies. A surcharge may apply for outlying or remote areas
- The flat delivery fee is subject to change. Any changes will be communicated to you with reasonable prior notice
- Orders must be paid in full before processing
- Delivery takes 3–5 working days from confirmation, but may take longer for outlying areas
- Savara Beauty is not liable for courier delays or external circumstances

8. Returns & Refunds

- If your order is damaged, defective, or incorrect, you must notify us at support@dotfragrances.co.za within 24 hours from the date you receive your order, with clear photos of the items you will be returning
- You have 7 days from the date you receive your order to return the goods to us for exchange
- Only items with genuine manufacturing or packaging defects may be returned and will be exchanged
- Products must remain unused and in their original packaging to qualify for a return or replacement
- Refer to the Returns Policy for more information

9. Liability and Product Usage

- No warranty is given that products are fit for any particular purpose, and you accept full responsibility for use and onward sale to customers
- You indemnify Savara Beauty against any claims arising from customers to whom you on-sell products
- No liability shall arise for consequential damages, loss of profit, loss of business, or loss of data
- Use of the products is entirely at your own risk or that of your customer
- We are not liable for reactions, sensitivities, or adverse responses to our products

10. Agent Responsibilities

- You shall not divulge the details of any other customer or agent to third parties
- You are an independent reseller of Savara Beauty products, not an employee thereof
- You are responsible for your own sales, earnings, customer relations and tax obligations
- You are responsible for keeping your login details secure
- You must represent the brand professionally and avoid false claims

11. Use of Marketing Materials and Branding

- You may download and use approved marketing material provided
- All branding, logos, product names, and marketing assets remain the exclusive property of Savara Beauty
- You may not edit, alter, recreate, or modify any branding or marketing material in any way

12. Termination

Savara Beauty may revoke Agent status for fraud, misuse, or breach

13. Updates to Terms & Conditions

Terms & Conditions may be updated periodically. Continued participation constitutes acceptance

14. Contact Us

For support, email support@dotfragrances.co.za