

**Namaste** would like to welcome you to the world of exclusivity. In this day and age when costs are on the increase, everyone is tightening their belts and looking for cheaper options, which only eventually leads to compromising quality and in general, the consumer is really willing to spend more to get that quality. So in actual fact, it is imperative that we maintain high standards of luxury, and as such, set yourself a part from the rest. Please read the entire introduction to see how easy it is to start your own product range, and consult the attached price guide for costing.

#### QUICK REFERENCE GUIDE

**FULL BRIEF:** <http://www.namaste.co.za/products.html>

**PRODUCT LISTING:** <http://www.namaste.co.za/listing.html>

**COLOUR OPTIONS:** <http://www.namaste.co.za/colours.html>

**FRAGRANCE OPTIONS:** <http://www.namaste.co.za/fragrances--scents.html>

**CONTAINER OPTIONS:** <http://www.namaste.co.za/containers.html>

**LABEL OPTIONS:** <http://www.namaste.co.za/labels.html>

**LABEL DESIGN EXAMPLES:** <http://www.namaste.co.za/design.html>

#### WHY MAKE YOUR OWN PRODUCTS? Events, Functions, Spas, Salons, Hotels, Guest Houses and so on...

It just makes sense! People are looking for something that is extraordinary, something personal that is good quality;

1. **Ask yourself, what is your or your business's USP (Unique Selling Point)?** A unique selling point is all we have in business; it is what sets us apart from the rest. Your own product WILL do this.
2. **Marketing:**
  - a. **Word of mouth:** Sample sizes are absolutely amazing for this. They are bag size and leak proof and have your branding on them. People take it everywhere they go and because of the strong, unique fragrance, when they use it in the company of others, people always want to know what it is. Also, they are generally so impressed with the product that they share this with others. We all know that word of mouth is our biggest source of marketing.
  - b. **Giving away as samples:** Because you are supplying a quality product, you will leave a lasting impression on that person and it will have your branding on it and so they WILL come back to you for more. If you are an event organiser, then you can give them to your clients who you have branded for.
  - c. **Giving away as a gift at a function:** Your guests will remember you for giving them something personal and luxurious. It is a way of leaving a lasting impression.
  - d. **Using in your establishment:** You've already created your own, luxurious, uniquely branded product on your client, which they will fall in love with and they will want to either come back for your signature treatment, alternatively want to buy a retail size to take home.
3. **Profit:** You are most likely making a profit off someone else's product range at the moment and at the same time marketing them, which means your clients can go anywhere to get that product... So why not create loyalty and make profit on your own product whilst marketing yourself, which guarantees that clients will come back to you?

#### CONFIDENTIALITY WITH SIGNATURE PRODUCTS – PEACE OF MIND

Namaste prides itself on signature products. The recipes that we come up with are available to anyone, however, if you are creating a certain fragrance or have a secret recipe, Namaste will never be divulged this to anyone. We believe in **loyalty and uniqueness** is what we are all about. Should you wish us to sign a confidentiality agreement, please feel free to send us the contract and we will sign it for you to have **peace of mind**.



## SAMPLES

Because Namaste specialises in signature creations, we never have stock on hand. Our product listing, colours, additives and fragrances leave an endless possibility of combinations. Samples and product creation are made to your specifications. We charge a nominal fee of R250 for 1-5 products, which you will choose. Thereafter, you will be charged R10 per product, e.g.: 10 product samples will cost you R300. To order your samples, please list the following (as an example):

PRODUCT TYPE	COLOUR	FRAGRANCE	ADDITIVE	NOTES
Body Butter	Pink	Vanilla	Tissue Oil	Thick

Please have a look at all your options using the quick reference links above – If you don't find what you need/want on the site, then you are welcome to email us and tell us what you are looking for. Feel free to mix and match, you can have anything you want e.g.: Vanilla and Cucumber or Toffee and Caramel... Get creative! The more unique, the better.

### What is the process from beginning to end if you are creating a new product?

1. Email your list of product samples (see below)
2. Usually takes 14-20 days to create the samples
3. Samples will be couriered to you for approval
4. Send signed approval with order

### What is the process from beginning to end if you are copying an existing product?

1. Send a sample of the product to Namaste, with its ingredients, plus your instructions
2. Usually takes 14-20 days to create the samples
3. Samples will be couriered to you for approval
4. Send signed approval with order

***\*Please note that even though you are sending the sample with ingredients, our factory must adhere to South African Bureau of Standards – ISO9001:2008, so products will not be made to exact specifications\****

## ORDERING YOUR SIGNATURE PRODUCT

### What is the process from beginning to end when ordering a new product?

1. Once you have approved your samples, you are ready to order your product. Products are supplied in 5kg increments (e.g.: 5kg, 10kg, 15kg and so on) and then it is your choice on how you would like to split that 5kg. You have the following options to choose from;
  - a. The full 5kg bucket for salon use or if you want to decant yourself OR
  - b. Choose to split into containers that you would like eg: 166 x 30ml tubs or 25 x 200ml bottles
2. Should you wish us to decant your product for you, you will;
  - a. Choose your containers at <http://www.namaste.co.za/containers.html> OR
  - b. Supply your own containers. Please note that when supplying your own containers, we cannot guarantee sterilisation. You must ensure that your supplier furnishes you with sterile containers.
3. Should you wish us to label your products for you;
  - a. Namaste can design your labels OR
  - b. You can submit your own design, based on the measurements given to you by Namaste

***\*Only once you have done all of the above, can you be properly invoiced/quoted\****

4. You will be invoiced

[cat@namaste.co.za](mailto:cat@namaste.co.za) | [www.namaste.co.za](http://www.namaste.co.za)



5. On payment confirmation, your order will be scheduled for manufacturing
6. Order will take 14-20 days to manufacture
7. ***\*Please note that the factory is closed annually from beginning December to mid-January and accept last orders by mid-October. It is highly recommended that any products you want to manufacture for October, November, December, January and February (Valentines) are placed before October. All orders placed in October have a warning of an extended manufacturing time, it can take 14-30 days to manufacture.\****
8. You will be contacted when your order is ready and you can choose to collect or schedule delivery.

#### COLLECTION/DELIVERY

Namaste is based in Randburg, Gauteng, South Africa and can service the whole of South Africa. Delivery charge is done per kilogram, so is dependent on your order. You can choose from the following options;

1. Namaste can courier – We do not make use of postal services
2. You can send your own courier
3. You can collect from Randburg, Gauteng, South Africa

#### LOCAL IS LEKKER

Namaste would like to make a special note that we do not import any supplies, we only make use of South African suppliers and this is because we are passionate about South Africa and believe in supporting local trade. Having said that, some supplies are only supplied locally, and our suppliers may import.

#### CRUELTY FREE PRODUCTS

Namaste is very passionate about animals and we will always research our suppliers to see if they test on animals. We will not use a supplier who is known for animal testing. Having said this, some supplies are imported by our suppliers and although our suppliers confirm that they do not purchase from companies who conduct animal testing, we are basically relying on trust, as we cannot inspect companies outside of South Africa. Also, it is important to note that some products, sad but true, contain ingredients that may have been animal tested on in previous years before it was black listed, as many years ago, this was normal practice. All we can hope to do in the future is to ensure that we make use of businesses that are cruelty free.

#### Find out which global companies:

1. DO NOT do animal testing: <http://www.mediapeta.com/peta/PDF/companiesdonttest.pdf>
2. DO animal testing: <http://www.mediapeta.com/peta/PDF/companiesdotest.pdf>

#### HOUSE BRAND

Feel free to view Namaste's house brand called Southern Skin: [www.southernskin.co.za](http://www.southernskin.co.za)

You can purchase these products online (locally only): <http://www.cozastore.co.za/namaste-soul-prive-trading-cc>

#### SOCIAL RESPONSIBILITY

As said above, Namaste is passionate about animals and so we support a local charity called "The Cat Samaritan", who aids in the rescue, rehabilitation and rehoming of kitties in and around Gauteng, South Africa. It is run by a lady named **Annita Hendriks** and she has dedicated all her spare, waking moments (as she is employed permanently at a private company) to the kitties. Namaste visits regularly to volunteer and also donates monthly dependent on how many sales have been made that month, so by ordering from Namaste, you are contributing to animal welfare. Find out more: <http://www.namaste.co.za/social-responsibility.html>

[cat@namaste.co.za](mailto:cat@namaste.co.za) | [www.namaste.co.za](http://www.namaste.co.za)

