



HAND BOOK

2018 Edition Vol. 2



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INTRODUCTION

La Vita Living Products (from here known as “The Company”) is a multi-level sales company that encourages and supports independent relationships with distributors engaged in selling our products at retail and building networks of distributors. Our product line consists of health, nutritional and beauty-related products. The La Vita Living Products Profit Plan is based solidly on the principles of honesty and integrity, and allows equal access to everyone willing to work with the program.

The Company sells its products through a multi-level distributor Profit Plan using independent distributors to sell the products and deliver them to the consumer. Distributors at all levels of the Profit Plan are encouraged to make retail sales each month and keep records of such sales.

All distributors should seek retail customers; (Retail customers are customers who purchase our products for their own personal use), they may also sponsor customers to sell our products at retail. Our products are excellent, and no one needs to over-sell an item by making excessive purchases. Successful distributors obtain current knowledge of the market by maintaining their own personal retail customers.

1. A “Retail distributor” is a person who has successfully registered on The Company’s database by completing and signing The Company’s Application Form and has a basic understanding of The Company’s Profit Plan by attending OPP (Opportunity training) held by The Company or by qualified registered distributors of The Company who must sign the Application Form as the Sponsor.
2. A “Retail distributor” buys products from their sponsor. They may also sponsor other retail distributors, thereby building a business for the future. After purchasing their first two (2) case credits from their sponsor, they qualify as Assistant Supervisor in The Company’s Profit Plan; thereafter they will be able to purchase products directly from the company at a Published Wholesale Price. Prior to purchasing products directly from The Company, distributors must file with The Company a completed and signed Authorization to Purchase (A.T.P.) form executed by their sponsor. Qualified distributors will receive a bonus based on their monthly purchases and for the purchases made by their sponsored group according to The Company

Profit Plan. Case Credits for redeeming Authorization to Purchase (A.T.P.) forms are valid for twenty-four (24) months, dates are calculated from the date that appears on the order forms.

3. The Company fully guarantees products purchased by distributors and retail customers. Full product guarantees may result in a refund of money paid, the exchanging of products for other company products or the replacements of defective products. Due to the nature of our products, the time period for the refund policy according to the specific product.

The policy governing all product returns is that the individual who receives the proceeds from the original purchase is responsible for refunding the money or exchanging the products as the circumstances warrant. The line relationship and responsibility of The Company, sponsor, distributor and customer should be followed. Only when differences cannot be resolved should the matter be escalated to the next level of responsibility, with The Company being the final source of resolution.

Distributors who desire to terminate their relationship and return any unsold, sealed products purchased within the previous thirty (30) days must first complete a product Return Form and return all products for which the refund is being claimed, along with the proof of purchase, to The Company. The distributor will be refunded with a cheque from the Head Office of the amount equal to the distributor's cost of the product being returned, minus the bonus personally received by them from their original purchase. A once-off service charge of twenty (20) % of the Wholesale price of the products being returned will be deducted to cover the cost of handling and freight. The Head Office will terminate the distributor from the Profit Plan, and his/her entire network will be placed directly under the terminating distributor's Sponsor in their current generation sequence.

There is good reason for the "buy-back" rule. It imposes upon the sponsor the obligation to ensure that the sponsored distributor is buying wisely. The Sponsor should discourage distributors from buying more products than they can reasonably be expected to sell to their retail customers within a thirty (30) day period. Even though a distributor may demonstrate a lack of wisdom and insist upon purchasing larger volumes than necessary, the sponsor should suggest to distributors that they should purchase only as many products as they require to their immediate needs, and that additional products should be purchased only after 75% of the initial product inventory has been sold.

4. The Company Profit Plan is diagrammed below:

BONUS STRUCTURE

20%	15%	10%	5%	Manager
15%	10%	5%	Assistant Manager	100cc
10%	5%	Supervisor	50cc	
5%	Assistant Supervisor	20cc		
Distributor	2cc			
Personal Bonus	5%	10%	15%	20%

VOLUME BONUS (V.B.)

The Company will not issue any Volume Bonus that is less than one (1) personal case credits (P.C.C.) per calendar month.

Distributor

No V.B. at this level.

Assistant Supervisor

* 5% V.B. on all personal orders.

Supervisor

* 10% V.B. on all personal orders;
 * 5% V.B. on all personally sponsored Assistant Supervisors and their group orders.

Assistant Manager

* 15% V.B. on all personal orders;
 * 5% V.B. on all personally sponsored Supervisors and their group orders;
 * 10% V.B. on all personally sponsored Assistant Supervisors and their group orders;

Manager

* 20% V.B. on all personal orders;
 * 5% V.B. on all personally sponsored Assistant Managers and their group orders;
 * 10% V.B. on all personally sponsored Supervisors and their group orders;
 * 15% V.B. on all personally sponsored Assistant Supervisors and their group orders.

- a. Any three (3) consecutive months may be used to accumulate case credits, which are necessary to achieve Supervisor, Assistant Manager and/or Manager Position. All promotions during a single calendar month shall occur on the exact date that sufficient case credits are accumulated to reach the specific level. When consecutive months are used to achieve any position, then the appropriate promotions shall occur on the first (1st) day of the fourth (4th) consecutive month.
- b. All bonuses are calculated on the wholesale price.
- c. There is no re-qualifying for a position once it is earned, unless The Company has terminated a Distributor or if he/she decides to terminate himself/herself from the Profit Plan.
- d. There can be no transferring of distributor or assignment of membership, other than as outlined in the “Legal Relationship” section of this hand book.
- e. All distributors who terminate, or have been terminated, must wait a minimum of one (1) year (365 days) before submitting a new application for consideration by The Company.
- f. A distributor cannot be by-passed by anyone in his/her sponsored group.
- g. To qualify for Volume Bonuses and special bonuses earned from their sponsored group, Supervisors, Assistant Managers and Managers must have personally purchased products which have at least four (4) case credits each calendar month to be considered active.
- h. Bonuses are calculated according to positions attained within the Profit Plan and are based on orders recorded by The Company in a calendar month. Example: If an Assistant Supervisor achieved eighty (80) case credits in a calendar month, he/she will earn 5% (Assistant Supervisor Position) on the first twenty (20) case credits, and 10% (Supervisor Position) on the next thirty (30) case credits and 15% (Assistant Manager Position) on the remaining thirty (30) case credits.
- i. Any distributor who is an Assistant Supervisor, Supervisor or Assistant Manager does not receive a Volume Bonus on any distributor in his/her group who is at the same position in the Profit Plan. However, he/she will receive case credits for promotions.
- j. Bonuses are available from the fifteenth (15th) of each month for the previous calendar month's purchases. For example, bonuses for products bought in January will be available on February 15th. If the 15th of the month falls on a non-working day, the bonuses will only be distributed on the following working day.

MANAGER AWARDS

After a distributor and his/her sponsored group (network) have accumulated a minimum of one hundred (100) group volume case credits within three (3) consecutive months, the distributor becomes a Manager and is honoured and presented with a La Vita Living Products Manager belt and pin from The Company.

New Managers will be awarded at The Company's Rally, provided they have purchased their four (4) case credits during the month of the promotion. Only new Managers who attend The Company's Rally are eligible to receive their Manager belt and pin. Non-attendees will not be awarded.

GOLDEN MANAGER

After a Manager has sponsored and developed two (2) first (1st) Generation Sponsored Managers, they will become a Golden Manager. The Company will award a Golden Manager belt and pin at The Company's Rally. Non-attendees will not be awarded.

PEARL MANAGER

After a Manager has sponsored and developed five (5) first (1st) Generation Sponsored Managers, they will become a Pearl Manager and The Company will award a Pearl Manager belt and pin at The Company's Rally. Non-attendees will not be awarded.

GEM MANAGER

♦ EMERALD MANAGER

After a Manager has sponsored and developed nine (9) first (1st) Generation Sponsored Managers, they will become an Emerald Manager. The Company will award an Emerald Manager belt and pin at The Company's Rally. The Emerald Manager will also be awarded with an all-expenses-paid National travel trip designated by The Company.

♦ RUBY MANAGER

After a Manager has sponsored and developed seventeen (17) first (1st) Generation Sponsored Managers, they will become a Ruby Manager. The Company will award a Ruby Manager belt and pin at The Company's Rally. The Ruby Manager will also be awarded with an all-expenses-paid National travel trip designated by The Company.

♦ DIAMOND MANAGER

After a Manager has sponsored and developed twenty-five (25) first (1st) Genera-

tion Sponsored Managers, they will become a Diamond Manager. The Company will award a Diamond Manager belt and pin. This also entitles them to the following privileges:

1. Waiver of the minimum four (4) case credits monthly qualification purchase requirement to qualify for bonuses, provided a minimum of twenty-five (25) first (1st) Generation Sponsored Managers are active.
2. Waiver of case volume requirements for earned incentives provided a minimum of twenty-five (25) first (1st) Generation Sponsored Managers are active.
3. The Diamond Manager will also be awarded with an all-expenses-paid National travel trip designated by The Company.

♦ **ONE STAR DIAMOND MANAGER**

After a Manager has sponsored and developed fifty (50) first (1st) Generation Sponsored Managers, they will become a One Star Diamond Manager. The Company will award a specially designed One Star Diamond Manager belt and pin at The Company’s Rally. The One Star Diamond Manager will have the same privileges as a Diamond Manager. The One Star Diamond Manager will be awarded with an all-expenses-paid National travel trip designated by The Company.

♦ **TWO STAR DIAMOND MANAGER**

After achieving the ONE STAR DIAMOND MANAGER position, every twenty-five (25) first (1st) Generation Sponsored Managers gained thereafter. He/she will earn an extra STAR to his/her Diamond position. Example: Two Star Diamond, Three Star Diamond etc.

LEADERSHIP BONUS (L.B.)

Paid at Manager levels only:

	Qualification	1st Gen.	2nd Gen.	3rd Gen.
Manager	4p.c.c.	6%	3%	2%

- 6% Leadership Bonus on all First (1st) Generation Managers and their group orders.
- 3% Leadership Bonus on all Second (2nd) Generation Managers and their group orders.
- 2% Leadership bonus on all Third (3rd) Generation Managers and their group orders.

Paid at Gem Manager levels only:

	Qualification	1st Gen.	2nd Gen.	3rd Gen.
Diamond Manager	25 Active	9%	6%	5%
Ruby Manager	17 Active	8%	5%	4%
Emerald Manager	9 Active	7%	4%	3%

Gem Managers who have nine (9) or more active first (1st) Generation Sponsored Managers during a calendar month will receive an additional 1% on all first (1st), second (2nd) and third (3rd) Generation Sponsored Managers and their group orders for that month (7% - 4% - 3%). (Inherited Managers are not Sponsored Managers).

Gem Managers who have Seventeen (17) or more active first (1st) Generation Sponsored Managers during a calendar month will receive an additional 2% on all first (1st), second (2nd), and third (3rd) Generation Sponsored Managers and their group orders for that month (8% -5% - 4%).

Gem Managers who have twenty-five (25) or more active first (1st) Generation Sponsored Managers during a calendar month will receive an additional 3% on all first (1st), second (2nd), and third (3rd) Generation Sponsored Managers and their group orders for that month (9% - 6% - 5%).

INHERITED MANAGERS

When a Manager-positioned distributor terminates himself/herself from the Profit Plan, the entire downline network will be placed directly under his/her original sponsor. Such a sponsor who may have inherited the first (1st) Generation Managers from the terminated distributor, is considering as an “Inherited Manager” in this newly appointed network.

An “Inherited Manager” status does not affect the Volume Bonuses or Leadership Bonuses (excluding Gem Status Leadership bonus) paid to any Manager or their up-line but their activity does not count for qualifications for the Earned Incentive Program. All Manager Position downlines inherited from the network will not be taken into account for promotion to Gem Manager Status. No pins or belts will be awarded for “Inherited Managers” until he/she regains “Sponsored Manager” status, meaning an “Inherited Manager” must achieve One Hundred (100) personal case credits within a period of one (1) to three (3) consecutive months period to produce a brand new first (1st) Generation Sponsored Manager after he/she had inherited the network and only then will he/she have all access to the benefits attached to the inherited position.

ACTIVITY QUALIFICATION

Supervisors, Assistant Managers or Managers who do not meet their minimum four (4) case credits monthly qualification purchase will not be paid a bonus on their group volume that month, and shall not be considered as an “Active Distributor”. Any unearned bonuses will be paid to the next Sponsor (up-line) Distributor who does meet four (4) case credits qualification requirement. Distributors who forfeit any bonuses may qualify in the following month by purchasing four (4) personal case credits and bonuses which have been forfeited may not be redeemed.

All case credits are calculated on a calendar month basis. For example: January 1st through January 31st, April 1st through April 30th, etc.

ORDERING PROCEDURE

Assistant Supervisors and above may place orders directly with The Company at the Published Wholesale Price.

1. All orders must be accompanied by proof of payment: (A) Cash deposit (B) Cash (C) Credit Cards/Debit Cards (D) Internet Transfer.
2. All orders must be placed with The Company or his/her authorised representative in the area, and the products should be picked up at the The Company’s local office.
3. Qualifying online orders may be delivered to an address as specified by the distributors.
4. Check all orders upon receipt and notify The Company immediately of any discrepancy.
All orders with appropriate payment must be in the hands of The Company by the last business day of the applicable month to qualify for a bonus generated for that month.

LEGAL RELATIONSHIPS

Independent contractor: an individual who works for himself/herself instead of working for an employer that pays a salary or a wage. A self-employed individual earns an income through conducting profitable operations from a trade or business that is operated according to his or her own processes and methods. The contractor is not subject to another’s control except for what is specified in a mutually binding agreement.

1. All distributors are considered independent contractors. They are to conduct their business within the terms of membership agreement, and in compliance with The Company’s policies.
2. A distribution relationship with The Company is one of contractual nature.

Only ADULT (over 18 years of age) individuals can be contracted with The Company to be a distributor. Husband and wife shall be sponsored together on the same Distributor Application Form. If one spouse chooses not to be a distributor, the spouse acting as a distributor expressly agrees and understands that his/her membership may be terminated for any action taken by the non-distributor spouse, which would violate The Company Policies if he/she were a distributor.

3. The Company must approve the Distributor’s Authorization To Purchase (A.T.P.) form before the distributor may purchase products directly from The Company and earn Volume Bonuses (V.B.) as provided in The Company’s Profit Plan. Provided that the distributor is not in violation of The Company’s Policies. Each distributor, upon signing the Distributor Application Form, agrees to abide by the policies of The Company.

4.1 INTELLECTUAL PROPERTY

Social media:

Distributors are encouraged to make use of social media to promote their own businesses, but should fall within the framework as set out below:

- 4.1.1 Distributors with personal profiles or independent business pages are not permitted to use any official Company names, product names or part thereof as their own name, unless clearly stating that they are independent distributors. This is to ensure clarity and fairness to all fellow distributors and to rule out any confusion with official Company sites.
- 4.1.2 Official Company social media posts and images shall not be used or copied as your own work, as it is considered plagiarism and is a criminal offense that can lead to termination of your distributing rights. These posts and images are intended only to be shared from our pages, but not to be saved and passed as your own.

4.2 Trademarks & Name Usage:

All names, logos, symbols and trademarks of La Vita Living Products are the intellectual property of The Company. Distributors are not permitted to use The Company’s intellectual properties without prior written approval to do so. We encourage all distributors to create their own unique business names that does not infringe on The Company’s intellectual property.

Examples of acceptable name usage:

“John Doe, Independent Distributor of La Vita Living Products”
“Independent La Vita Living Products Distributor, John Doe”

5. Inheritance of Membership: In the case of a deceased distributor, an ADULT (over 18 years of age) legal heir may apply to inherit the membership with appropriated documents attached. The Company reserves the right to decline the transfer of membership if insufficient documents or false information are provided. If the inherited position is higher than Manager the inheritor will then be given the “INHERITED MANAGER” status. An “Inherited Manager” must achieve one hundred (100) personal case credits within a period of three (3) consecutive months to produce a brand new first (1st) Generation Sponsored Manager after he/she has inherited a network and only then will he/she have FULL access to the benefits attached to the inherited position.

TERMINATION

Paragraph 1 below outlines what entails a Distributor’s Termination:

“Termination” means all rights associated with being a La Vita Living Products distributor are cancelled, including but not limited to; distribution of products and sponsoring of distributors. The termination will result in the inability to qualify for any income and Volume Bonus benefit programs sponsored by The Company.

As part of the contractual damages suffered by The Company, a terminated distributor shall, upon demand by The Company, be liable to repay, return or compensate The Company for incentives, prizes, inventories, or bonuses received from The Company after the date of the actions which lead to termination. Forfeited bonuses, caused by such a termination, shall be paid to the next distributor up the line who is not in violation of the contractual terms.

Prohibited activities causing grounds for termination are:

- a. Printing/re-producing/distributing/use of unauthorised promotional materials. Certain promotional materials received from The Company may be used if prior written approval is received.
- b. False promotion or claim on use/benefits of The Company’s products.
- c. Misrepresentation as to what a person may earn as a La Vita Living Products distributor.
- d. Ordering of products in quantities that are obviously excessive and out of line with the existing products on hand or reasonably accepted sales. Generally, orders for a product should not be placed until 75% of that product’s previous inventory has been sold.
- e. Engaging in such activities that involve the soliciting of any person whom a distributor knows, or under the circumstances should have known, is a distributor of La Vita Living Products to sell other products of any nature, by or through another multi-level marketing plan, or attempting (in the opinion of The Company) to build or establish a business that would cause a detrimental effect to or be at the expense of other qualified distributors or The Company.

- f. Participating in any scheme, device or other means used to discourage another La Vita Living Products distributor from purchasing products from The Company.
- g. No Company distributor shall engage in any conduct or activity, which is, in the opinion of The Company, detrimental to The Company or any other Company distributor.
- h. No Company distributor shall be a principal (owner, office, consultant, area or district manager, publishing component, etc.) of any other direct sales company, which solicits distributors who are or could reasonably be expected to become a La Vita Living Products distributor.
- i. No Company distributor may participate in any deceptive or unlawful trade practice, as defined by any government regulation.
- j. No Company distributor may participate in any business enterprises or activity prohibited by any government regulation.
- k. No Company distributor shall interfere with any trademark, trade name, copyright making, labels, nameplates or any other indication of the source or origin of the products which may be affixed to or printed on The Company’s products, and not to affix any such trademark, trade name, copyright marking, labels or nameplates to any other item.
- l. Retailing The Company’s products at price below the suggested Retail Price to customers and new distributors who wish to qualify as Assistant Supervisors in The Company’s Profit Plan.

POLICY ON RE-SPONSORING OF DISTRIBUTORS

A distributor may apply to change his/her existing sponsor if he/she is inactive for more than six (6) calendar months (180 days) meaning he/she did not purchase any products from The Company, nor recruited any person (down line) to his/her network.

Such a distributor (whose request to change sponsors has been approved by The Company) will start his/her distribution as a newly joined distributor. All existing downlines from the previous network will remain with the previous (original) sponsor and he/she will forfeit any position achieved (above Assistant Supervisor) from the original network, meaning that the highest position a re-sponsored distributor may keep will be Assistant Supervisor.

Any Distributor who encourages or forces another distributor, directly or indirectly, not to purchase products from The Company or from another distributor with the intention not to comply with re-sponsoring rules shall be subject to termination of his/her distributing rights.

EARNED INCENTIVE PROGRAM CAR BONUS

1. All active Distributors are eligible to participate in the Earned Incentive Program. An "Active" Distributor is defined as one who purchases products for the value of four (4) or more case credits within a calendar month.
2. The earned incentive amount is to be used by the Distributor to purchase or lease an asset in their own name, e.g. Car, boat, house, etc.
3. Three (3) levels of incentive are available:
 - a. Level A: The Company will pay a maximum of One thousand two hundred rand (R1200.00) per month for a maximum of thirty-six (36) months.
 - b. Level B: The Company will pay a maximum of Two thousand four hundred rand (R2400.00) per month for a maximum of thirty-six (36) months.
 - c. Level C: The Company will pay a maximum of Three thousand six hundred rand (R3600.00) per month for a maximum of thirty-six (36) months.
4. Three (3) consecutive months are required to qualify:
Total Group Volume in case credits (c.c.) monthly.

(Consecutive)	Level A	Level B	Level C
1st month	50cc	75cc	100cc
2nd month	100cc	150cc	200cc
3rd month	150cc	225cc	300cc

5. The third (3rd) month volume must be maintained thereafter. If a distributor's group case credit volume drops below the case requirement for any given month, the monthly earned incentive bonus sent to the distributor by The Company will reflect the deduction of forty rand (R40.00) per each insufficient case credit from the required group volume.
6. Group volume case credits are based on the sum of: total personal group case credits plus 40% of the total sponsored first (1st) Generation Managers group case credits, plus 20% of the total sponsored second (2nd) Generation Managers group case credits, plus 10% of the total sponsored third (3rd) Generation Managers group case credits.
7. At the end of the thirty-six (36) month period, a distributor may qualify for a newly earned incentive using the same qualifications as outlined above. This re-qualification can be achieved during any three (3) consecutive months during the twelve (12) month period immediately prior to the end of the original thirty-six (36) month period.

8. Upon qualification for the Earned Incentive Program (Car Bonus), the distributor must contact The Company and forward the paperwork to the branch office to support the payment for their choice of earned incentive. This needs to be done within six (6) months of the final qualifying month. Failure to do so will require the distributor to requalify for this incentive.

NATIONAL TRAVEL

Requirements to qualify:

1. Period counted for: 1st of August until the 31st of July (one calendar year).
2. New Gem Managers achieved within the abovementioned time frame.
3. Awards are given annually at The Company Rally and each New Gem Manager and his/her registered spouse will also be awarded with an all-expenses-paid National Travel trip designated by The Company.

OR

For existing Gem Managers

Requirements to qualify:

1. Period counted for: 1st of August until the 31st of July (one calendar year).
2. Qualified as an Extra Sharing Manager within the time frame.
 - 2.1 When a distributor is promoted to Manager Position he/she must have achieved four (4) Personal Case Credits every month within the given period.
 - 2.2 Managers must accumulate a total, greater than or equal to eight hundred (800) Group Volume Case Credits within the given period.
 - 2.3 Two (2) brand new first (1st) Generation Sponsored Manager lines must be produced within the given period.
3. Maintaining a certain number of active manager lines per month within the given period.
 - 3.1 Existing Emerald Managers must maintain three (3) active manager lines per month within the given period.
 - 3.2 Existing Ruby Managers must maintain five (5) active manager lines per month within the given period.
 - 3.3 Existing Diamond Managers must maintain eight (8) active manager lines per month within the given period.

Manager Level	Active Manager Lines	Qualify
Emerald Manager	3 active manager lines	√
Ruby Manager	5 active manager lines	√
Diamond Manager	8 active manager lines	√

INTERNATIONAL TRAVEL

Requirements to qualify:

1. Period counted for: 1st of January till the 31st of December (one calendar year).
2. An “active distributor” who purchases products for the value of four (4) or more personal case credits for each calendar month and accumulated total Group Volume Case Credits of greater or equal to two thousand (2000) case credits in the period set in paragraph 1 (above).
3. Awards are given annually at The Company Rally.

EXTRA SHARING BONUS

To encourage all of The Company’s hardest working Manager level distributors, the Company has put together a sum of (total sharing will be announced at the Rally at the beginning of the counted period.) money to be divided between qualified Extra Sharing Managers. Period counted for Extra Sharing starts from the 1st July until 30th June (one calendar year).

To qualify, distributors must obtain at least a Manager level.

Three levels of Extra Sharing Bonuses:

1. JUNIOR EXTRA SHARING MANAGER

- 1.1 When a distributor is promoted to Manager level he/she must achieve four (4) Personal Case Credits every month within the given period.
- 1.2 Accumulate a total of greater or equal to eight hundred (800) Group Volume Case Credits within the given period.
- 1.3 Produce two (2) brand new first (1st) Generation Sponsored manager lines within the given period.

2. SENIOR EXTRA SHARING MANAGER

- 2.1 Qualified as an Junior Extra Sharing Manager.
- 2.2 Help at least three (3) direct downline distributors to achieve Junior Extra Sharing Manager.

3. TOP EXTRA SHARING MANAGER

- 3.1 Qualified as a Senior Extra Sharing Manager.
- 3.2 Help at least a total of five (5) direct downline distributors to achieve Junior Extra Sharing Manager.

OR

- 3.3 Qualified as a Senior Extra Sharing Manager.
- 3.4 Help at least a total of three (3) direct down-line Distributors to achieve Senior Extra Sharing Manager.

EXECUTIVE TIER

Qualification period: From the 1st of July to the 30th of June.

Qualify by simply:

1. Maintaining 4 x P.C.C. every month
2. Keeping monthly active Manager lines, based on your Tier status as set out below:

EXECUTIVE GOLDEN MANAGER

Maintain 2 active Manager lines monthly.

Benefits include:

- Receiving award with Executive Golden Manager Belt and Pin at the Rally
- Executive Service counter at the branch
- An Executive seat at the Rally

EXECUTIVE PEARL MANAGER

Maintain 4 active Manager lines monthly.

Benefits include:

- Receiving award with Executive Pearl Manager Belt and Pin at the Rally
- Executive Service counter at the branch
- Executive Service phone line
- An Executive seat at the Rally

EXECUTIVE EMERALD MANAGER

Maintain 7 active Manager lines monthly.

Benefits include:

- Receiving award with Executive Emerald Manager Belt and Pin at the Rally
- Executive Service counter at the branch
- Executive Service phone line
- An Executive seat at the Rally
- Free shipment when ordering online, maximum of 12 times per benefit period (only for your personal account)
- Executive Travel

EXECUTIVE RUBY MANAGER

Maintain 13 active Manager lines monthly.

Benefits include:

- Receiving award with Executive Ruby Manager Belt and Pin at the Rally
- Executive Service counter at the branch
- Executive Service phone line
- An Executive seat at the Rally
- Free shipment when ordering online, maximum of 48 times per benefit period (only for your personal account)
- Executive Travel
- 4 x free Rally tickets (including own ticket)

Benefits include:

- Receiving award with Executive Diamond Manager Belt and Pin at the Rally
- Executive Service counter at the branch
- Executive Service phone line
- An Executive seat at the Rally
- Free shipment when ordering online, unlimited per benefit period (only for your personal account)
- Executive Travel
- 8 x free Rally tickets (including own ticket)
- Executive assistant

In order to serve the best interest of The Company's distributors, and in order to keep everyone updated on The Company's Activities and Policies, distributors with questions should address such concerns in writing to the Area Manager in their assigned area.

The Area Manager is responsible for handling these concerns on behalf of The Company as well as transmitting any new information, activities, or policies from The Company to the distributors. If the Area Manager is unable to resolve an issue for distributors, they will make direct contact with The Company for assistance or instructions. Based upon this communication with The Company, the Area Manager will then re-contact the distributor to make a final resolution. By following this method of communication (Distributor Area Manager - The Company), information will flow smoothly and efficiently to all concerned. All queries must be issued in writing with relevant documents attached e.g. query letter or standard query forms from the branch offices plus the applicant's ID copy. Distributors may also address concerns to The Company's email: info@lvlp.co.za

MEMO

[illegible]



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