



# HEVEA L'INFINI VEGETAL

AFFILIATES PROGRAMME:  
STANDARD TERMS AND  
CONDITIONS

LAST UPDATE: 25/03/2015

## 1. Definitions and abbreviations

**Affiliate:** person who relays the advertising message of an advertiser.

**CPA:** cost-per-acquisition.

The advertiser pays for performance, i.e. only when the internet user makes a purchase on the advertiser's website.

**Distribution media:** all tools and techniques that promote the visibility of a website, such as emails, web pages, blogs and social networks.

**Opt-in:** principle whereby an individual providing their personal information to a company also needs to give their consent to it being used in a specific context.

**B.A.T:** pass for press (the bon à tirer proof). Sending the affiliate's newsletter to the advertiser for validation prior to launching the email campaign.

**Tracking system:** computer system that tracks sales that can then be verified with the Affiliate Manager.



### Micellar water

Extra gentle micellar water, face and eyes cleanser and make up remover, adapted to all skin types, even the most sensitive ones. Prepared with organic first fresh rosewater produced by HÉVÉA in La Vallée des roses in Morocco, fresh organic Aloe Vera juice, infused Green tea, without aggressive cleansing agent. Leaves a clean, soft and hydrated skin.

[+ INFO](#)

## 2. Sign-up conditions

### General rules

- Participation in the affiliate programme is based on trust. HÉVÉA therefore reserves the right to refuse any application deemed contrary to its interests, indicating the reason for the refusal.
- HÉVÉA undertakes to respond to applications to become an affiliate within 72 business hours.
- HÉVÉA does not require sole use of its platform. The affiliate is free to sign up to other affiliate programmes.

### SIGNING UP TO THE AFFILIATE PROGRAMME

- Any adult can sign up the affiliate programme.
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- The applicant must have a website, blog, database or similar medium where HÉVÉA's links or banners can be displayed.
- The applicant must own the intellectual property of their distribution platform.
- Distribution platforms should not include any content that breaches governing laws and regulations or third party rights, including any content of an illegal and/or pornographic nature, racist or defamatory comments, or comments that incite any form of discrimination or extremism.
- The means of communication must be related to the areas of activity of HÉVÉA: natural cosmetics and beauty.
- All affiliate applications concerning content distribution media with no connection to Hévéa's field will be rejected.
- The affiliate undertakes to provide accurate information and a valid email address. The data provided shall be kept strictly confidential and used only as part of the affiliate programme.
- An affiliate ID is assigned to the affiliate for the duration of their collaboration. This ID is unique, individual and confidential and remains the same across all distribution media used by the affiliate.
- After signing up, the affiliate may view their details, statistics and the banners provided by HÉVÉA in their personal account.

### Recommendations

Do not disclose your user name or password to a third party.

If you lose your password, request a new one from HÉVÉA.

Signing up for multiple affiliate programmes may result in affiliate membership being refused.

### 3. Payment terms

#### General rules

- HÉVÉA pays commission for sales made on the <http://store.labo-hevea.com> site by internet users who have come directly from the affiliate's distribution platform.
- In the event that an internet user purchases a product that differs from the advertising banner or contextual link set up by the affiliate, the affiliate would nevertheless receive the agreed remuneration per acquisition.
- Commissions are calculated on the basis of actual sales, i.e. on all paid orders excluding transport costs and special discounts.
- If an order is cancelled, the commission received is cancelled and only the generated click-through is counted. The affiliate is entitled to request evidence thereof.



#### REMUNERATION

- CPA: 10% for each paid order.
- Any remuneration for earnings generated is made based on a minimum billing amount of €100. Earnings can therefore accumulate over several months of activity.
- HÉVÉA reserves the right to implement a payment plan, in consultation with the affiliate, for payment of accumulated and unbilled earnings exceeding € 500. This rule applies only in the event of failure to invoice over several months of activity.
- Orders included when calculating commission are identified by your affiliate ID in the URL linking to <http://store.labo-hevea.com>. HÉVÉA shall in no circumstances be held liable in the event of any technical error when setting up the links on your site.

## INVOICING

- HÉVÉA offers a billing system that allows the franchisee to issue and download proofs of payment, in addition to checking the payment status.
- To issue a proof of payment, the franchisee must first of all insert their own banking details.
- Once the banking details for the franchisee have been entered, they can choose the most suitable invoicing method.

The franchisee has two billing methods available:

- Manual mode: the franchisee selects the month/s for which they wish to issue the proof of payment.
- Automatic mode: every fifth day of the month, the system automatically issues the proof of payment of the franchisee.

- In both cases, to issue a proof of payment, the minimum billing amount must be reached (see article. 3).
- No proof of payment will be remitted for the current month.
- If the minimum billing amount is not reached it will accumulate over next months.

The invoice can be submitted in several ways:

 By email: *affiliation@labo-hevea.com*

 By post: Laboratoire HÉVÉA  
Elche Parque Empresarial  
Leonardo Da Vinci,15  
03203 ELCHE  
SPAIN

 By fax: 00 34 965 685 433

- The invoice must contain the affiliate's contact details, affiliate ID and the total amount invoiced.
- Earnings obtained are expressed as gross amounts. The VAT rate applied depends on the billing country and the affiliate tax conditions.
- The affiliate shall send the invoice from 5th day of the following month.
- HÉVÉA undertakes to pay the invoice within 60 days of receipt.
- HÉVÉA shall pay the invoice via bank transfer only.

## 4. Condiciones de difusión

### General rules

#### BANNER ADS AND CONTEXTUAL LINKS

- HÉVÉA sets up banner ads, available on the affiliate's personal account. A rigorous check will be carried out to ensure that the content has been provided by the Affiliates Department.
- Banners created by the affiliate shall be validated by the Affiliates Department before they are placed online.
- Before newsletters provided by HÉVÉA can be sent out to the email distribution list, the affiliate must send a 'B.A.T' to the Affiliates Department.
- Links and banner ads shall neither contain multiple automatic redirects to HÉVÉA's website (i.e. Java Script or URL redirection sites) nor include unwanted tags such as rel="nofollow" in HTML links. All ads and all links must be forwarded direct to the site.
- Ads provided by HÉVÉA are not reserved for exclusive use by a single affiliate.
- HÉVÉA shall in no event disclose the ads created by the affiliate, who retains intellectual property for such ads, to other affiliates.

#### TRACKING

HÉVÉA's affiliate programme incorporates a 15 days sales monitoring through cookies.



### INVALID ADS

- All false advertising is prohibited. In the event of failure to comply with this rule, the affiliate will receive three warnings. The affiliate will have 48 hours from the date each warning was sent to change the content of the ad concerned. If any additional warnings are required, membership of the affiliate programme will be terminated.
- Databases used for email distribution must be Opt-in. If this is not the case, HÉVÉA shall immediately remove the affiliate's account.

### RECOMMENDATIONS

- Use standard ad banner formats for the best portability (120x600, 250x250, 336x280, 468x60, 200x200, 125x240, 160x600 px).
- Ask HÉVÉA to provide ads tailored to the style sheet and content of the affiliate's distribution medium.
- Supply your own ad, provided it meets the condition stipulated in Clause 4.
- Promote HÉVÉA through emails, blogs and social networks, among other tools.
- Ask HÉVÉA to send you newsletters to distribute via email, provided it meets the condition stipulated in Clause 4.



## 5. Cancellation conditions

### General rules

- There is no charge for an affiliate cancelling their membership of the affiliates programme at any time. The affiliate can cancel their membership from their personal account or by sending an email to HÉVÉA: *affiliation@labo-hevea.com*.
- In the event of cancellation, HÉVÉA shall pay all outstanding balances on receipt of the invoice. If this amount does not exceed the minimum required, HÉVÉA reserves the right not to pay the invoice.