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**PROMENSIL UK AFFILIATE PROGRAMME  
TERMS & CONDITIONS**

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**WHEREAS:**

- (1) These Terms & Conditions apply to participants in the Promensil UK Affiliate Programme (the “Programme”).
- (2) In these Terms & Conditions, “Company”, “we”, “us”, and “our” means Pharmacare (Europe) Ltd, a company registered in England & Wales under number 06408300 whose registered office is at The Old Rectory, Church Street, Weybridge, Surrey, KT13 8DE.
- (3) In these Terms & Conditions, “Affiliate”, “you” and “your” means the individual or organisation that is applying to become a participant in the Programme and who will accept these Terms & Conditions upon joining the same.
- (4) By accepting these Terms & Conditions you agree to be bound by them and shall enter into a binding agreement with us (the “Agreement”).

**1. Definitions and Interpretation**

1.1 In these Terms & Conditions the following terms shall have the following meanings:

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|---------------------------------------|--|
| <b>“Business Day”</b>                 | means any day other than Saturday or Sunday that is not a bank or public holiday;  |
| <b>“Commencement Date”</b>            | means the date of your acceptance;   |
| <b>“Commission Rate”</b>              | means the percentage of commission paid on net sales revenue set out in Sub-clause 10.2;   |
| <b>“Confidential Information”</b>     | means all business, technical, financial, or other information created or exchanged between the Parties in the course of fulfilling their obligations under the Agreement;   |
| <b>“Current Term”</b>                 | means the Term that the Parties may be in at any given time;   |
| <b>“Direct Referral”</b>              | means a sale to a customer who has been led to our website through your website where that customer can be tracked directly from your site to ours without any further intermediaries;   |
| <b>“Intellectual Property Rights”</b> | means any rights subsisting in a copyright work, trademark, patent, or design and shall be construed in accordance with the Copyright Designs and Patents Act 1988, Trademarks Act 1994, and Patents Act 1977;                           |
| <b>“Registered Email Address”</b>     | means the email address of the Company as provided in the <a href="https://promensil.co.uk/affiliate-program">https://promensil.co.uk/affiliate-program</a> or the email address of the Affiliate as provided in your Registration Data; |
| <b>“Registration Data”</b>            | means the information provided by the Affiliate when registering for enrolment in the Programme;   |
| <b>“Returns Policy”</b>               | means our returns policy which can be found at <a href="https://promensil.co.uk/faqs/">https://promensil.co.uk/faqs/</a> ; and   |

**“Term”** means the term of the Agreement, as defined in Clause 16 of these Terms & Conditions, during which you shall participate in the Programme under the terms and conditions set out in the Agreement.

## 2. **Enrolment in the Programme**

- 2.1 By enrolling in the Programme, you agree that, at the time of registration, you will provide accurate and complete Registration Data and that you shall inform us of any changes in your Registration Data.
- 2.2 Upon your acceptance of these Terms & Conditions, subject to our approval and sub-clause 2.4 below, you will be sent an Affiliate Agreement via email to sign and return to us.
- 2.3 For acceptance into the Promensil Affiliate Program, an applicant must fulfil the following criteria:
  - 2.3.1 Have an active website in their own name or the name of their organization, supporting women who are on their menopausal journey.
  - 2.3.2 The applicant’s website must have an updated Privacy policy.
  - 2.3.3 The applicant’s website must have a section to display the Promensil range and refer customers onto the Promensil store (<https://promensil.co.uk/store/>), wherein no sensitive information is collected from the customer.
- 2.4 We may, at our sole discretion, review your website following your acceptance of these Terms & Conditions. You will be informed within 7 Business Days of the outcome of your application. Following your acceptance of these Terms & Conditions, you will receive further instructions to allow you to commence marketing our goods.
- 2.5 We may, in our sole discretion, choose to reject any application for any reason (and are under no obligation to disclose such reasons). Reasons for which an application may be rejected include, but are not limited to content on your website that:
  - 2.5.1 is in any way unlawful, harmful, threatening, obscene, harassing, discriminatory, defamatory, or otherwise objectionable;
  - 2.5.2 facilitates or promotes violence, terrorism, or any other criminal activity;
  - 2.5.3 is sexually explicit; or
  - 2.5.4 infringes or assists or encourages the infringement of any intellectual property rights belonging to any party.

## 3. **Company / Affiliate Relationship**

- 3.1 Nothing in these Terms & Conditions shall constitute or be deemed to create a partnership between the Parties; nor, except as expressly provided, shall it designate, or be deemed to designate, any Party the agent of any other Party for any purpose.
- 3.2 Subject to any express provisions to the contrary in these Terms & Conditions, you shall have no right or authority to and shall not do any act, enter into any contract, make any representation, give any warranty, incur any liability, assume any obligation, whether express or implied, of any kind on our behalf or bind us in any way.

#### **4. Website Links**

- 4.1 Once you log in to your <https://promensil.co.uk/affiliate-program> you will find all requisite materials for a hyperlink to our website and the ability to generate unique URLs to specific product pages and a selection of graphic files, you may choose to add to your website.
- 4.2 The HTML code as it appears in your <https://promensil.co.uk/affiliate-program> must be copied exactly and not altered in any way. Failure to comply with this condition may result in your receiving no credit for our sales that are generated through your website.
- 4.3 Under no circumstances may any of the graphic files provided by us be modified in any way without our prior written authorisation.
- 4.4 We reserve the right to request the alteration or removal of a link from your website.
- 4.5 You are required to assume full responsibility to maintain all links to our website from your website.

#### **5. Site Maintenance and Content**

- 5.1 Each Party shall be exclusively responsible for maintaining and updating its own website. Subject to the provisions of this Clause 5 and Clause 13 below, neither Party shall have any obligations to the other Party in relation to the maintenance or content of their website.
- 5.2 Subject to Sub-clause 5.3 of these Terms & Conditions, neither Party may host any content that:
  - 5.2.1 is in any way unlawful, harmful, threatening, obscene, harassing, discriminatory, defamatory, or otherwise objectionable;
  - 5.2.2 facilitates or promotes violence, terrorism, or any other criminal activity;
  - 5.2.3 is sexually explicit; or
  - 5.2.4 infringes or assists or encourages the infringement of any intellectual property rights belonging to any party.
- 5.3 Neither Party shall be under any obligation to pre-screen any content added to their website by third parties; however, in the event that either Party receives from the other a written notification of any content that falls within that described in Sub-clause 5.2 of this Agreement, such content must be removed within 7 Business Days of receipt of such notice.

#### **6. Display of Company Information**

- 6.1 As an affiliate, you are free to display pricing information relating to our products. It is your responsibility to keep such information up-to-date through your own efforts; we will not provide pricing information updates to you.
- 6.2 We reserve the right to alter pricing at any time in accordance with our own policies.

#### **7. Customer Referral Requirements**

- 7.1 Terms & conditions relating to the referral of customers to us via links on your website can be found on our website at <https://promensil.co.uk/affiliate-program>
- 7.2 We reserve the right to alter such terms & conditions at any time and will provide 7 Business Days' written notice to you of any such alteration.

## 8. Orders

- 8.1 We undertake to use our best and reasonable endeavours to process and fulfil all orders placed by referred customers generated by affiliates.
- 8.2 To successfully fulfil an order, the following criteria must be adhered to:
  - 8.2.1 Provide complete and valid Billing Address to dispatch the selected products. A customer should review their order and correct any incorrect details before confirming the order and proceeding for payment.
  - 8.2.2 Complete all payment requirements for the purchased products.
- 8.3 We reserve the right to reject any orders that do not comply with the customer referral requirements detailed in Clause 2.3 and 8.2 of these Terms & Conditions.
- 8.4 It shall be our full responsibility to ensure that all orders are completed. We shall be responsible for order entry, payment processing, handling, shipping, cancellations, returns and all subsequent customer service. You shall have no further involvement with the customer, or the completion of the transaction and all customers will be made aware of the same.

## 9. Affiliate Sales Reporting

- 9.1 We will track the following elements of all sales:
  - 9.1.1 origin;
  - 9.1.2 volume; and
  - 9.1.3 revenue generated.
- 9.2 Full reports of all sales generated through the links on your website will be available in your <https://promensil.co.uk/affiliate-program>. We reserve the right to alter the form and content of such reports without notice.

## 10. Commission and Referral Fees

- 10.1 You will be paid commission at the rates set out in Sub-clause 10.2 on the net profits of sales generated through your website.
- 10.2 Commission shall be calculated on the following basis:
  - 10.2.1 Notwithstanding Sub-clause 10.2.2 all sales that result from Direct Referrals will attract a commission of **10% on net sales** (excluding shipping and taxes from the referral calculations)
  - 10.2.2 Cookies [and IP logs] will identify customers that have previously been referred through your website. In the event that such customers are identified, sales will (unless referred directly from another affiliate's website) attract a commission of 10%.
- 10.3 Sub-clause 10.2.2 shall apply only until the expiration or removal of our cookies by the customer or for a period of one month after the most recent Direct Referral for a particular customer, whichever is earlier.
- 10.4 In the event that a customer cannot be tracked, no commission will be paid.
- 10.5 Commission shall be calculated only once we have received payment in full, from the customer. Only once payment has been received in full will sales be logged in your <https://promensil.co.uk/affiliate-program> [but will be shown as pending for 30 days

after the order has been completed (this time period reflects the time limit set out in our Returns Policy)].

- 10.6 Pharmacare Europe Ltd. will send you a form to complete with your bank details when you join the programme and an invoice template you can use if you do not already have one. At the point of one month in arrears, you can send us a monthly invoice for any conversions earned in the month prior. This will be paid to you via BACS transfer 14 days after your invoice has been sent to us. If any orders from the referrals are returned within the statutory 30-day period, the commission will not be paid out.
- 10.7 In the event of any refunds issued for any reason including, but not limited to, fraud and where such refunds are not incurred through any fault of ours, you may be contacted to arrange for the repayment of any related commission.
- 10.8 Any and all commission paid to you shall be based on sales revenue less any tax due; however, you may still be liable to pay tax on your commission. By accepting these Terms & Conditions you hereby acknowledge that you are solely responsible for the payment of tax on any income you may generate through your involvement in the Programme.
- 10.9 We reserve the right to modify our Commission Rates at any time. You will be given 7 Business Days' prior written notice (the "Notice Period") of any such change. You will be given the option to opt out of the Programme within the Notice Period and will, on the exercise of that option, be paid any Commission due to you [notwithstanding the total commission earnings requirement set out in Sub-clause 10.6 above].

## 11. Trademarks

- 11.1 Upon your entry into the Programme, we shall grant to you a non-exclusive, non-transferrable, royalty free licence to use our trademarks, such trademarks being detailed in Schedule 1 to the Agreement and at <<URL>> (our "Trademarks").
- 11.2 You may use our Trademarks only to the extent required to establish links and perform your obligations as an Affiliate under these Terms & Conditions.
- 11.3 In the event that you wish to use our Trademarks for any purposes outside of these Terms & Conditions you must not do so without prior written consent, such consent not to be unreasonably withheld.
- 11.4 By accepting these Terms & Conditions you hereby agree that:
  - 11.4.1 Our Trademarks shall remain the property of Pharmacare (Europe) Ltd. or any of its associated Group Companies where relevant, unless and until we assign those marks to a third party;
  - 11.4.2 nothing in these Terms & Conditions shall be deemed to confer any ownership rights in our Trademarks on you; and
  - 11.4.3 you shall not contest the validity of our trademarks.

## 12. Intellectual Property

- 12.1 Unless otherwise expressly indicated and subject to Sub-clause 12.3 below, we are the sole and exclusive owners of all Intellectual Property Rights ("IPRs") in our website including, but not limited to: all code, text, sound, video, graphics, photographs, and other images that form a part of the site. We shall also be the sole and exclusive owners of all IPRs which may subsist in any supporting documentation which shall include, but not be limited to, site plans, maps, design sketches and other preparatory material.
- 12.2 We shall be the sole and exclusive owners of all IPRs which may subsist in all future

updates, additions and alterations to our website, such material including any supporting documentation.

- 12.3 Unless otherwise expressly indicated, all IPRs in product images and descriptions belong to the manufacturers or distributors of such products as may be applicable.

### 13. **Affiliate Warranties and Indemnity**

- 13.1 In accepting these Terms & Conditions you hereby warrant and acknowledge that:

13.1.1 Your website does not and will not contain any content that:

- a) is in any way unlawful, harmful, threatening, obscene, harassing, discriminatory, defamatory, or otherwise objectionable;
- b) facilitates or promotes violence, terrorism, or any other criminal activity;
- c) is sexually explicit; or
- d) infringes or assists or encourages the infringement of any intellectual property rights belonging to any party.

13.1.2 Your website is and shall remain functional and, subject to the provisions of Clause 18 of these Terms & Conditions, reasonable downtime for maintenance or third-party access restrictions, accessible to all users of the internet;

13.1.3 All necessary authorities, consents and approvals have been obtained in respect of your obligations under these Terms & Conditions and will remain valid and effective throughout the Term;

13.1.4 Your obligations under these Terms & Conditions shall constitute legal, valid, and binding obligations on you. Such obligations shall be direct, unconditional, and general obligations; and

13.1.5 You will not refer to us in any way in any unsolicited bulk email campaigns or other spamming practices that you may conduct.

- 13.2 By accepting these Terms & Conditions you agree that you shall indemnify us in full against all liability, loss, damages, costs, and expenses (including legal expenses) awarded against or incurred or paid by us as a result of, or in connection with:

13.2.1 breach of any warranty given by you in relation to your website;

13.2.2 any claim that your website infringes the patent, copyright, trademark, or other intellectual property rights of any other person, except to the extent that the claim arises from compliance with any terms stipulated by us; and

13.2.3 any act or omission by you or your employees, agents, or sub-contractors in performing your obligations under these Terms & Conditions.

### 14. **Disclaimers**

14.1 We make no warranty or representation that our website, the Programme, or any goods sold through the Programme will meet your requirements or those of your visitors, that they will be of satisfactory quality, that they will be fit for a particular purpose, that they will not infringe the rights of third parties, that they will be compatible with all systems, that they will be secure and that all information provided will be accurate.

14.2 We make no guarantee of any specific results from the use of our website or from enrolment in the Programme.

14.3 We make no guarantee that our website shall remain functional and accessible to all

users of the internet.

## 15. **Liability**

- 15.1 We shall not be liable to you for any indirect or consequential loss that you may suffer even if such loss is reasonably foreseeable or if we have been advised of the possibility of such loss being incurred.
- 15.2 Our entire liability to you in respect of any breach of our contractual obligations, any breach of warranty, any representation, statement or tortious act or omission including negligence arising under or in connection with these Terms & Conditions or the Agreement shall be limited to the sum of any outstanding commission or referral fees due to the Referral Partner.
- 15.3 Notwithstanding any other provision in these Terms & Conditions, our liability to you for death or injury resulting from our own negligence or that of our employees, agents or sub-contractors shall not be limited.

## 16. **Term and Termination**

- 16.1 These Terms & Conditions and The Agreement shall come into force and become binding on the Commencement Date and shall continue in force for a period of 180 days from that date (the "Initial Term"). Following the Initial Term, your enrolment in the Programme shall be renewed automatically for a single successive period of 180 days ("Renewal Term") after which time it will terminate, unless terminated in accordance with this Clause 16, prior to this. To continue participating in the Programme, the Terms & Conditions and The Agreement will need to be reviewed and signed by both parties again, same as above.
- 16.2 Either Party may terminate the Agreement by giving 7 Business Days' prior written notice to the other:
  - 16.2.1 at any time where the other Party has committed a material breach of these Terms & Conditions, or the Agreement and such breach has remained unremedied 7 Business Days after receiving written notice of that breach; or
  - 16.2.2 if the other Party enters into liquidation whether compulsory or voluntary (except for the purposes of bona fide reconstruction or amalgamation with the prior written approval of the other Party), or compounds with or makes any arrangement with its creditors or makes a general assignment for the benefit of its creditors, or if it has a receiver, manager, administrative receiver or administrator appointed over the whole or substantially the whole of its undertaking or assets, or if it ceases or threatens to cease to carry on its business, or makes any material change in its business, or if it suffers any analogous process under any foreign law.
- 16.3 In case the Referral partner wishes to continue participation in the Promensil UK Affiliate Program, they may continue to do so provided that a written request is given at least 7 Business Days before the end of the Current Term, so that the new Agreement can be drafted and shared for review.
- 16.4 Upon the termination of the Agreement for any reason, all licenses granted shall also terminate.
- 16.5 In the event that we terminate the Agreement in accordance with Sub-clause 16.2.1, any Commission owed to you at that time shall be forfeited.

## 17. **Confidentiality**

17.1 Each Party (a “Receiving Party”) shall keep the Confidential Information belonging to the other Party (a “Supplying Party”) confidential and secret and shall not use or disclose or make the Confidential Information available, directly or indirectly, to any person other than its officers and employees who need the Confidential Information to enable the Receiving Party to perform its obligations under these Terms & Conditions and provided that such officers and employees are also obliged to keep such Confidential Information confidential and secret. The foregoing obligations shall not apply to any information acquired by the Receiving Party which:

17.1.1 at the time of its acquisition was in the public domain; or

17.1.2 at a later date comes into the public domain through no fault of the Receiving Party.

17.2 Each Party hereby agrees and undertakes:

17.2.1 that all Confidential Information shall be and shall remain at all times the sole and exclusive property of the Supplying Party;

17.2.2 that its right to use Confidential Information shall wholly cease upon the termination of the Agreement; and

17.2.3 to return to the Supplying Party on termination of the Agreement all material embodying Confidential Information (including information stored on digital media) or any part thereof and all copies thereof.

## 18. **Force Majeure**

Neither Party to these Terms & Conditions shall be liable for any failure or delay in performing their obligations where such failure or delay results from any cause that is beyond the reasonable control of that Party. Such causes include, but are not limited to, power failure, Internet Service Provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the Party in question.

## 19. **Severance**

The Parties agree that, in the event that one or more of the provisions of these Terms & Conditions is found to be unlawful, invalid, or otherwise unenforceable, that / those provisions shall be deemed severed from the remainder of these Terms & Conditions. The remainder of the Terms & Conditions shall be valid and enforceable.

## 20. **Notice**

Unless otherwise stated in these Terms & Conditions, the Parties agree that all notices to be served under the Agreement shall be in writing and may be sent by email to the other Party’s Registered Email Address within 7 Business Days of the email.

## 21. **Entire Agreement**

21.1 These Terms & Conditions shall embody and set forth the entire agreement and understanding between the Parties and shall supersede all prior oral or written agreements, understandings or arrangements relating to the Programme or the relationship between the Parties. Neither Party shall be entitled to rely on any



agreement, understanding or arrangement not expressly set forth in these Terms & Conditions, save for any representation made fraudulently.

21.2 Unless otherwise expressly provided elsewhere in these Terms & Conditions, the Agreement may be varied only by a document signed by both of the Parties.

## 22. **General**

### 22.1 No Waiver

The Parties shall agree that no failure by either Party to enforce the performance of any provision in these Terms & Conditions shall constitute a waiver of the right to subsequently enforce that provision or any other provision of these Terms & Conditions. Such failure shall not be deemed to be a waiver of any preceding or subsequent breach and shall not constitute a continuing waiver.

### 22.2 Non-exclusivity

The relationship between the Parties shall be and shall remain non-exclusive. Both parties are free to enter into similar relationships with other parties.

### 22.3 Non-assignment

You may not assign any or all of your rights or obligations under these Terms & Conditions or the Agreement without our prior written consent, such consent not to be unreasonably withheld.

## 23. Law and Jurisdiction

23.1 These Terms & Conditions and the Agreement shall be governed by the laws of England and Wales.

**Schedule 1: (Trademarks)**

**Promensil**<sup>®</sup>  
MENOPAUSE