

S P A C E M A K E R S

BY Cielo

THE NEW WAY OF  
CREATING **INSPIRING SPACES!**

The **SpaceMakers** program is designed to create an exclusive experience with personalised services and benefits, rewarding our trade partners for their commitment to Cielo.

Our **SpaceMakers** program provides a comprehensive range of benefits that offer greater value to our partnering businesses.

By becoming a **SpaceMaker**, your business gains access to a personalised sales and after-sales support network, as well as a wide range of benefits.

Cielo





# ENJOY **EXCLUSIVE BENEFITS**

## DISCOUNTED **PRICING**

As a member of the **SpaceMakers** program, you will be eligible for tier level discounts on all qualifying purchases, ranging from 5% at the first tier to 15% at the fourth tier.

## FREE **DELIVERY**

Get free delivery on all qualifying orders. This saves you costs and adds convenience to the way your business operates.

## PRODUCT **ASSEMBLY SERVICE**

An exclusive product assembly service is available to **SpaceMakers** within 75km of our Distribution Centers.

## EXCLUSIVE **EXTENSIONS ON RETURNS**

Cielo's standard return and exchange period has been extended from 14 days to 30 days from the date of delivery for all **SpaceMakers**. This gives you the flexibility to ensure our products meet your client's needs and that they are completely satisfied with their purchases.

## EXTENDED **QUOTATION PERIODS**

Cielo's standard quotation period has been extended from 7 days to 30 days for all **SpaceMakers**, giving you ample time to plan and negotiate with your clients before placing your order.

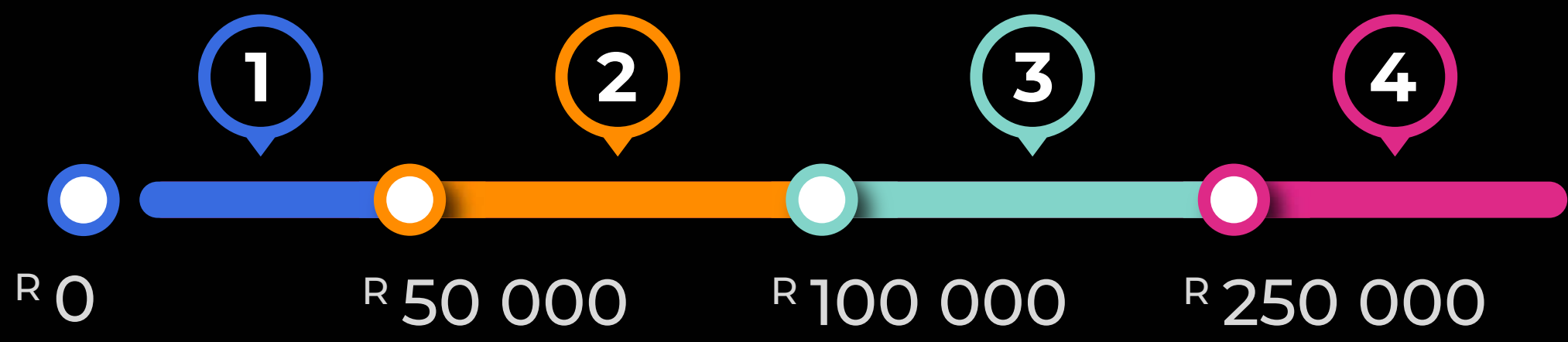
## NEW **PRODUCT ALERTS**

Get exclusive newsletters and notifications about all that's new at Cielo before they're communicated to our retail customers. Stay ahead of the curve and be the first to offer your clients the latest from Cielo.

## DEDICATED SALES AND **AFTER-SALES SUPPORT**

**SpaceMakers** will have direct access to a dedicated team of individuals who will focus on serving your various sales, after-sales, logistical, and administrative needs.

## SPACEMAKERS TIERS:



The initial tiers are determined based on your total spend as a **SpaceMaker** for the 2022 calendar year. Starting April 1, 2023, you will be eligible for benefits based on your initial tier level. If you exceed your current tier threshold by placing an order, you will then be eligible for benefits relevant to the next tier on your following orders.

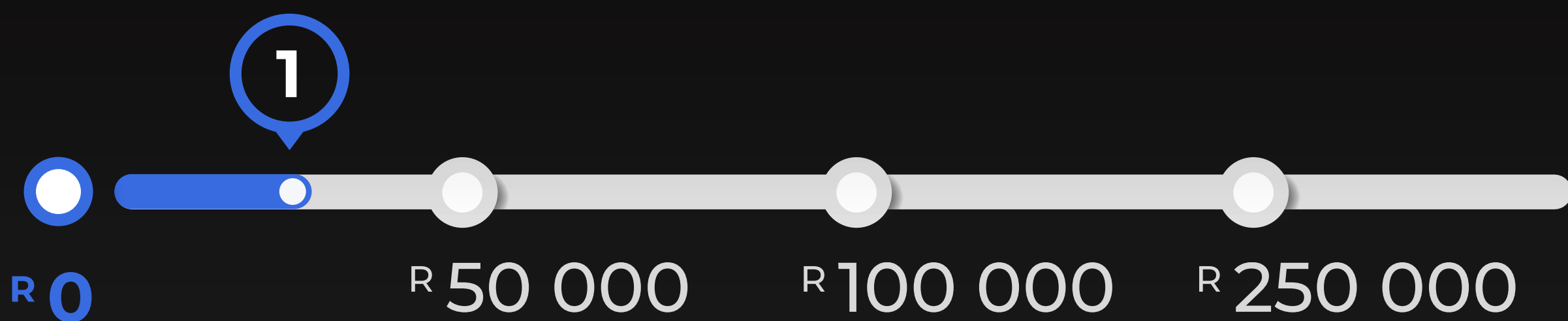




# TIER

# 1

**SpaceMakers** who have spent less than R50 000 on Cielo purchases over the assessment period\* qualify for tier 1.



**SpaceMakers** will have access to the following benefits:

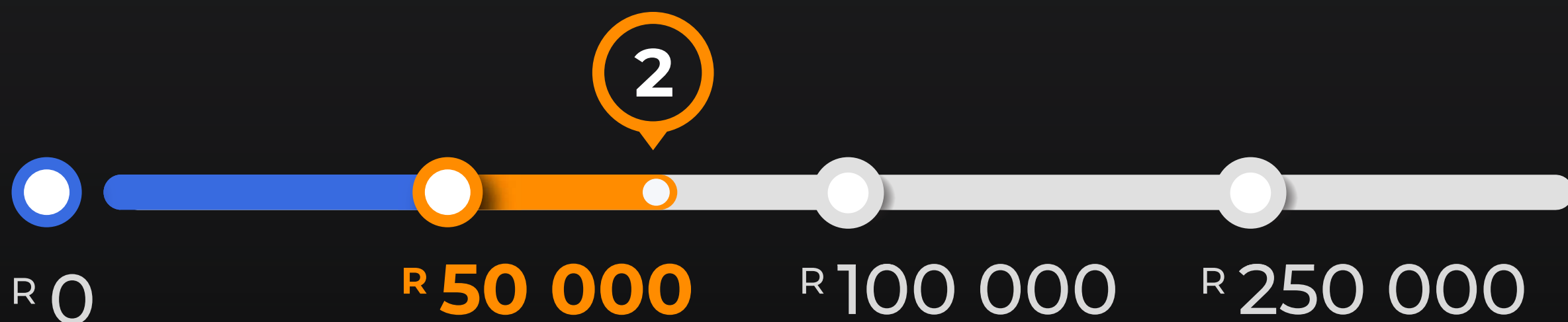


**5% Off** all orders

# TIER

# 2

**SpaceMakers** who have spent R50 000 or more on Cielo purchases over the assessment period\* qualify for tier 2.



**SpaceMakers** will have access to the following benefits:

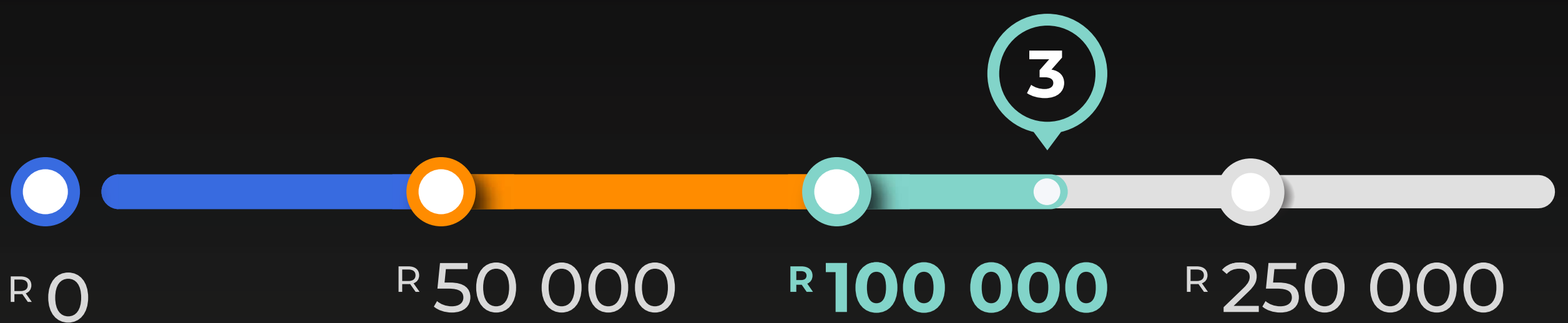


**7% Off** all orders

# TIER

# 3

**Space**Makers who have spent R100 000 or more on Cielo purchases over the assessment period\* qualify for tier 3.



**10% Off** all orders



**FREE** Delivery\*

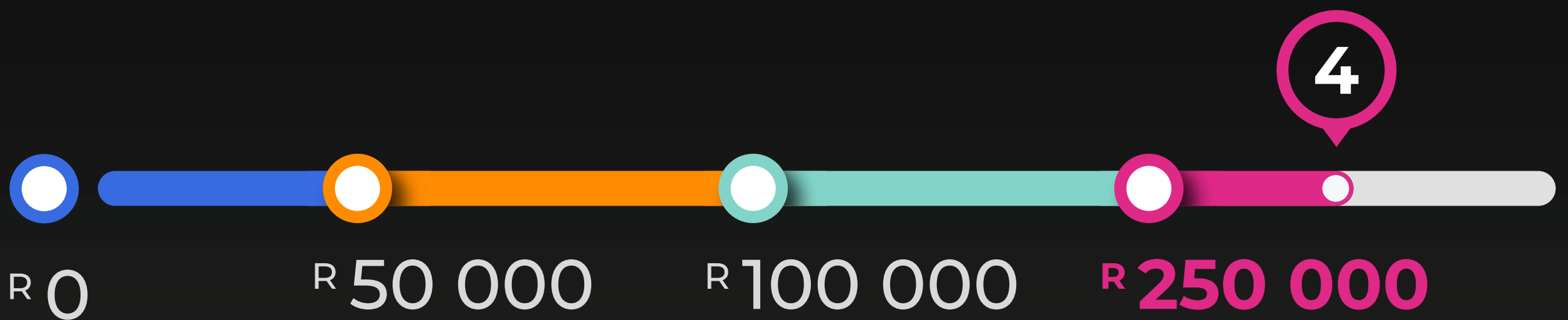


**FREE** Product assembly\*

# TIER

# 4

**Space**Makers who have spent R250 000 or more on Cielo purchases over the assessment period\* qualify for tier 4.



**15% Off** all orders



**FREE** Delivery\*



**FREE** Product assembly\*

\*Terms & Conditions Apply

# TERMS AND CONDITIONS FOR SPACEMAKERS PROGRAM

Please note that certain terms and conditions of this program may differ from our standard terms and conditions of sale. However, unless modified by the terms of this program, all standard terms and conditions of sale as published on our website ([www.cielo.co.za](http://www.cielo.co.za)) shall apply to all transactions between Cielo and **SpaceMakers** program participants.

Throughout these terms and conditions, the term '**SpaceMakers**' refers to all registered trade partners participating in the program. The term 'Cielo' refers to Wheco Group (Pty) Ltd, its owners, and its representatives. By participating in the **SpaceMakers** Program, you acknowledge and agree to the use of these terms to identify the parties involved in this agreement. Furthermore, by participating in the **SpaceMakers** Program, you acknowledge and agree to abide by all the terms and conditions outlined below.

## 1. Terms of Sale

1.1 Unless there are specific terms and conditions stated below that contradict our standard terms and conditions of sale, all transactions between Cielo and our trade partners will be governed by our standard terms and conditions of sale as published on our website.

## 2. Participation in the SpaceMakers Program

2.1 Cielo reserves the right to approve or decline applications for participation in the **SpaceMakers** program at its discretion. Cielo further retains the right to terminate a company's participation in the **SpaceMakers** Program at any time and for any reason, solely at its discretion. This includes, but is not limited to, instances where a company does not comply with program guidelines or misuses program benefits, or where its participation in the program or conduct no longer aligns with the **SpaceMakers** program's objectives, values, or reputation. Such situations may include instances where a company's participation in the program could pose a reputational risk to the **SpaceMakers** program, or where its actions or affiliations conflict with the interests of the **SpaceMakers** program or its stakeholders.

- 2.2 The **SpaceMakers** program is available to registered trade partners who are involved in the trade of goods and services to end-users, including but not limited to interior decorators, interior designers, architects, developers, and approved retail and wholesale customers. All applicants will be evaluated based on their business type, market, and other relevant factors, and must meet our eligibility criteria in order to be registered.
- 2.3 Retail businesses may be subject to further evaluation which may include considerations as to the competitive nature of the businesses and their relationship with Cielo's competitors. Businesses which are primarily e-commerce businesses will not be registered.

### 3. Tier Levels & Progression

- 3.1 The **SpaceMakers** program consists of four tier levels, (tiers 1, 2, 3 & 4). The **SpaceMakers** program document sets out the benefits of each.
- 3.2 While Cielo will endeavour to only make significant benefit changes for the start of each calendar year, Cielo reserves the right to amend benefits at any stage without prior notification.
- 3.3 The **SpaceMaker's** initial tier level shall be determined by their total spend during the 2022 calendar year. 'Total spend' is defined as the total amount invoiced by Cielo to the customer in the 2022 calendar year, minus any credits issued.
- 3.4 All purchases as from the 1<sup>st</sup> of April 2023 will be eligible for benefits based on your initial tier level, however, if at any stage you place an order exceeding your current tier threshold, you will be eligible for benefits relevant to the following tier as from your next order. Tier adjustments will be made based on your spend throughout the year.
- 3.5 At the end of each calendar year, the total invoiced sales value of each **SpaceMaker** as on 31 December, shall determine the **SpaceMakers** starting tier level for the next calendar year. The **SpaceMaker** may progress to a higher tier level during the year, however, the **SpaceMaker** will not be downgraded during the year, regardless of their spend level throughout the year.



## 4. Pricing and Quotations

4.1 Pricing will be calculated by granting the **SpaceMaker** a percentage off Cielo's standard retail price for each product as published on its website. The percentage off will be determined by the **SpaceMakers'** tier level, as set out below:

TIER LEVEL	DISCOUNT (% OFF STANDARD RETAIL PRICE)
TIER 1	5%
TIER 2	7%
TIER 3	10%
TIER 4	15%

4.2 Discounted pricing shall not apply to any items 'marked-down' or 'on sale'. Should the **SpaceMaker** purchase a 'marked-down' or 'on-sale' item, the discounted price shall apply to the standard retail price of the item. In the event that the **SpaceMakers** discount does not result in a price reduction of at least 5% off the 'marked-down' price, the discount shall be adjusted in order to ensure that the **SpaceMaker** receives a discount of at least 5% lower than the 'marked-down' price, regardless of tier level.

4.3 Website prices may change at any time without prior notice. Should the **SpaceMaker** wish to secure a specific price, they should request a formal quotation which shall remain valid for a period of 30 (thirty) days from the date of issue. Quotations only guarantee a price, but will not secure stock.

4.4 Discounted pricing shall only apply to purchases made by **SpaceMakers** through their registered trade accounts.

## 5. Delivery and Product Assembly

5.1 **SpaceMakers** are offered beneficial product delivery and assembly services at the following rates:

TIER LEVEL	DELIVERY FEES	ASSEMBLY FEES
TIER 1	Standard itemised delivery fees are capped at R800 per order. Outlying areas will be subject to a R250 surcharge fee.  Free for orders over R125 000	R1000 per order.
TIER 2	Standard itemised delivery fees are capped at R700 per order. Outlying areas will be subject to a R250 surcharge fee.  Free for orders over R100 000	R1000 per order.
TIER 3	Standard itemised delivery fees are capped at R600 per order. Outlying areas will be subject to a R250 surcharge fee.  Free for orders over R50 000	R1000 per order.  Free for orders over R75 000
TIER 4	Standard itemised delivery fees are capped at R500 per order. Outlying areas will be subject to a R250 surcharge fee.  Free for orders over R30 000	R1000 per order.  Free for orders over R50 000.

5.2 Assembly services are offered within a 75km radius of one of our Cielo support centres located in Cape Town, Johannesburg and Port Elizabeth. Any assembly outside of these areas shall not qualify for free assembly and shall be quoted for separately.

5.3 Third-party transport services are utilised for deliveries. These delivery contractors operate separately from our assembly teams and as such assembly may not occur on the date of delivery. Cielo will liaise with the **SpaceMaker** directly to arrange a date for assembly up to 5 days post-delivery.



- 5.4 The assembly service only includes the assembly of furniture purchased from Cielo through the **SpaceMakers** program. The assembly will be provided at the delivery address and shall be limited to this address only. The service does not include any styling placement, re-arranging, or wall-mounting of existing or new furniture. The service will include the removal of packaging material from the premises. If requested by the **SpaceMaker** as a prerequisite for assembly, Cielo shall liaise with our 3rd party delivery partners to ensure that furniture is placed in the desired area prior to assembly.
- 5.5 If any issues are found during the assembly process (such as damages, missing parts, or incorrect items) that cannot be rectified by the assembly team while onsite, our standard after-sales service procedures to rectify the issue will be followed. If required, the item will be packaged and Cielo will resolve the issue in accordance with our standard terms and conditions.

## 6. Return Periods

- 6.1 For the purpose of the **SpaceMakers** program, Cielo's standard return periods will be extended to 30 (thirty) days from the date of delivery. All other standard return terms and procedures apply.

## 7. Intellectual Property Use

- 7.1 For the purpose of the **SpaceMakers** program, qualifying members shall not be seen as authorised agents, representatives, or stores of Cielo. **SpaceMakers** are independent businesses. In light of this **SpaceMakers** agree not to use the name 'Cielo' in a way that suggests they are authorised agents or representatives of Cielo, or that they are operating under Cielo's direction or control. This includes, but is not limited to, using the Cielo name or logo in signage, advertising, or marketing materials without prior written consent from Cielo.
- 7.2 Participants in the **SpaceMakers** program may not use product photography or videography without prior written permission from Cielo. The use of product photography for the sole purpose of providing information or a quotation to a specific customer is permitted, but any other use, including but not limited to advertising, requires express written permission from Cielo.



## 8. General

- 8.1 Cielo reserves the right to modify, amend, or terminate the **SpaceMakers** program at any time, with or without prior notice.





# Cielo

*Inspiring Spaces*

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