

HOW CAN WE HELP

Here are 26 Ways in which we can help you:

Organizational

- Recruitment services (individuals & organizations)
- Pharmacy business development (strategy) and compliance including NHI readiness
- Appeals and reviews for declined /rejected /stalled outcomes
- Company compliance, licenses setup and due diligence
- Regulatory intelligence and organizational strategy
- Marketing, artwork and label reviews
- QMS document compilation (Quality Policies, Manuals, Site Master Files, SOPs)
- Medical Devices establishment licensing including ISO 13485 (manufacturing, wholesale, distribution, import/export)
- Medicine Wholesaler, Distributor, Importer /Exporter licenses

Medicine Registration and Lifecycle Management

- eCTD Variation applications (MRF/MBR to Baseline 0000)
- eCTD Medicines Registrations– New Chemical Entities, Biologicals, Vaccines
- eCTD Medicines Registrations – Generics based on Bioequivalent studies, clinical data, biowaivers in terms of BCS classifications
- Complementary Medicines (CAM review + 3D listing)
- Act 101 & Act 36 Vet Medicine applications (DAFF)
- Pharmacovigilance updates and reports (ADRs, AEFIs, ICSRs etc.)
- Medical Writing (module 1.3 PI, PIL, Label & translating)
- Auditing of all facilities (Current GMP, GLP, GWP and GCP)
- Stability and validation protocols
- SAHPRA Section 21 applications

Related Councils

- HPCSA applications (various)
- SAPC applications (various)
- SANC applications (various)

Other

- NDoH applications (various)
- Pharmacy sales & purchases (assistance with valuation and listing (private / public)
- consultations / miscellaneous project discussions
- Interim Responsible Pharmacists available for short- and long-term applications

Whether listed or not; we've got a service or package that will fit you! Explore once-off or retainer options for your regulatory needs.

You now have an entire regulatory department with us!

PHARMERS CONSULTING SERVICES

PROFESSIONAL CONSULTING INFORMATION SHEET

Hey there, welcome to Pharmers' professional consulting information sheet!

Your compliance is our expertise and business.

In this brochure you will find:

1. Service information for pharmacy licenses (PL)	Page 3
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Client Instruction:

Once you have completed perusing through this brochure, please proceed to the last page for services selection. Use the corresponding service code(s) identified throughout the sections to populate the SRF (service request form), sign and return to info@pharmers.co.za. This brochure does not contain an exhaustive list of services; should you not have found what you need, request it in the "other" box on the Service Request Form.

Please note that for licensing packages a compulsory project consultation with apply (you may book online at www.pharmers.co.za/book-appointment) or request a time and date by email. This should be scheduled immediately after your project is selected and SRF returned.

A project sheet will be sent to you upon securing your booking with further specific project information such as deliverables, timelines, and requested documents to be returned. A workflow diagram describing the process to expect will also be included to facilitate your contributions such as documentation and information required.

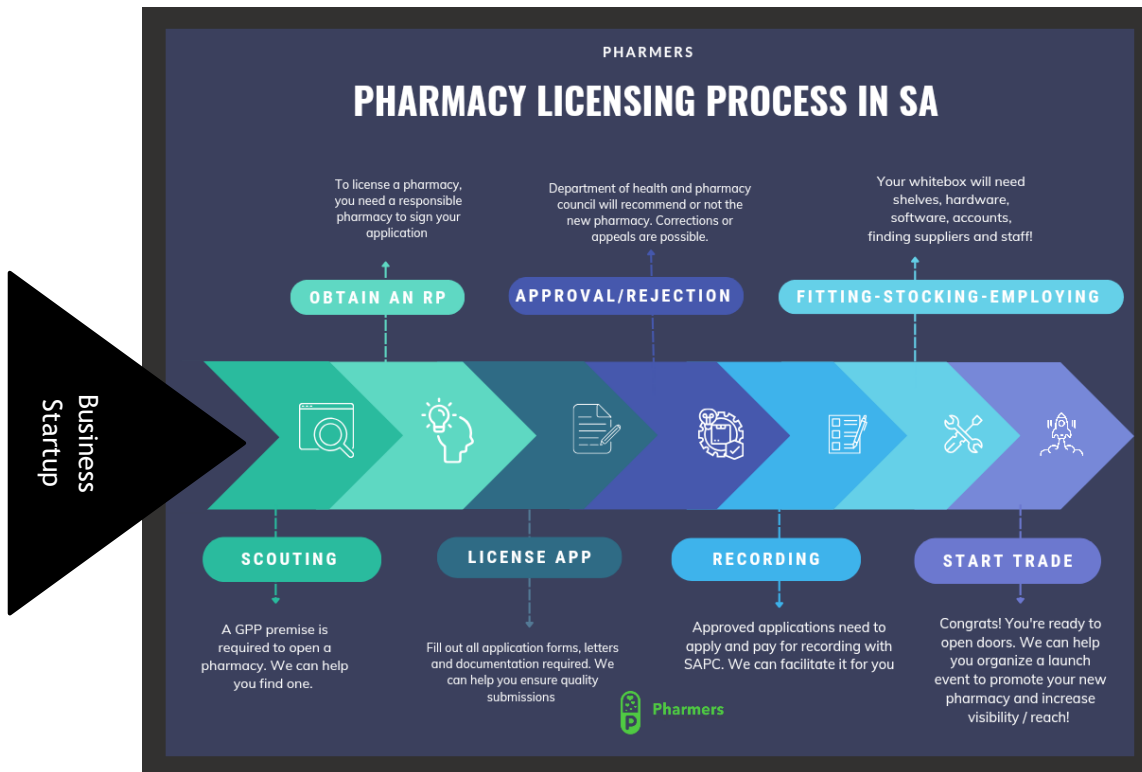
Thank you for choosing Pharmers to accompany you on your compliance journey.

A complementary relevant and related training video is available for all project types to further assist our clients maintain compliance after we handover.

1. PHARMACY LICENSES

We have several curated options of licencing services available depending on your needs. Whether you require a pharmacy licence (**community, institutional, consultant, wholesale, or manufacturing**) a medicines import/export license, or a medical device one (including IVDs) for manufacturing, distribution or wholesale, you've come to the right place.

The National Department of Health as well as the South African Pharmacy Council are the two authorities who process pharmacy license applications. This takes approximately 4 months from date of submission. The steps are as outlined below:



Do you have a pharmacy premise?



Before your consultation, prepare the following:

- Any questions on your project / opportunity
- Your project or ideal geographical location
- Rough idea of outcomes / end goal
- By when you'd like to start /accomplish it etc.

Pharmacy Licence Service Descriptions:

2025 PHARMERS' PHARMACY LICENSE PACKAGES

1 Lite
R25 000

- All documents provided
- Own RP
- Submission
- Follow up
- License collection

2 Comprehensive
R40 000

Lite package plus:

- Floorplans/3Ds/Sit eMap
- Interim Responsible Pharmacist
- Official pop stats
- SOPs / Policies
- CSD MAAA
- license hand delivery / courier

3 Business
R200 000

Comprehensive package plus:

- Premise Scouting
- Business plan + Cashflow forecast
- Recording of Pharmacy Including R26k fees
- PNCS application + fees for practice number
- BHF application + fees for 12 medical aids
- Premise fitting admin assistance
- Wholesaler accounts (application + onboarding assistance)
- Staff recruitment up to 3 (interview + shortlisting (pharmacist, assistants, cashier/cleaner)
- Pharmacy launch flyers

4 VIP
R750 000

Business package plus:

- Company reg/ setup
- Premise rental deposit
- Pharmacy software (inventory, dispensing, clinic options) + purchase
- Hardware purchase (full set up - 2 x dispensing stations, 1x till, scanners, printers,
- Recruitment up to 5 + contracts and KPIs
- General staff training
- Sales + strategy training
- Shop fitting (R100k)
- Stock (R200k)
- SAPC Inspection pack
- Clinic / MTM strategy + training
- Pharmacy launch
- Social Media set up
- 6 months dispensary + clinic management

5 Signature
R1 500 000

VIP package plus:

- Software purchase + 3 months license
- Hardware purchase (VIP setup + another R50k of office/clinic furniture)
- General staff training
- Dispensary sales + strategy training
- Shop fitting (R150k)
- Front shop + dispensary stock mix (R400k)
- Unlimited staff recruitment
- Pharmacy cameras + installation
- Content + indemnity Insurance application
- Branding / signage
- 3 months outdoor trailer advert
- Dispensing coats / scrubs + name tags
- Clinic strategy
- MTM strategy + pharmacist training
- Pharmacy marketing launch + open day
- Social Media set up + 6 months marketing
- Another 6 months dispensary + clinic management

Contact PHARMERS at info@pharmers.co.za or call 010 222 0118

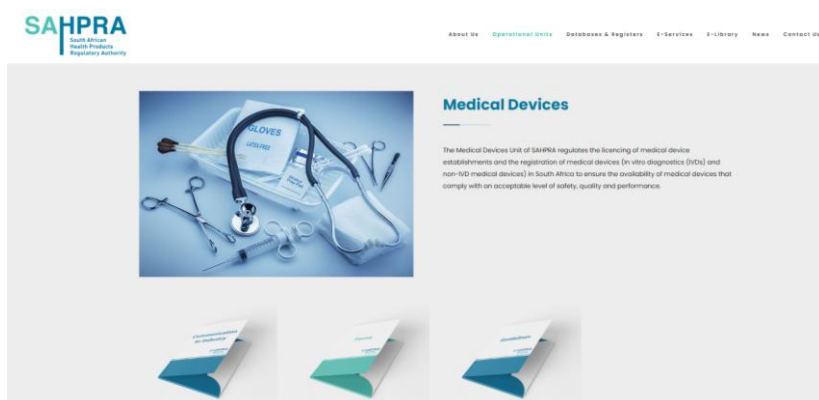
Code	Name	Description	Duration	Costs (excl VAT)
PLAC	Project consultation	Discuss your specific project timelines, risks, gaps and mitigation options, requirements, budgets, deliverables, alternatives and report	40mins x 2	R1 000
InsPSAPC	We will pack and deliver your custom:		Approx.. 10 days delivery	R40 000
	<ul style="list-style-type: none"> • Binder: SOPs + Policies, Contracts, log sheets, S6 destruction, ADR reporting, clinic forms • Reference Books: med dictionary, SAMF, 'cology, EMGuidance app, and electronic copies • Signage: directional, restricted, waiting area, pharmacy operating hours, 			

			<ul style="list-style-type: none"> Objects: Schedule 6 register, Weighing scale, Counting trays x 2, Spatula, Fire extinguisher, Mortar + pestle, Measuring cylinders, Temperature logger, Fridge alarm, 2 logo name tags, 2 scrub tops; 		
P A C K A G E S	DFUT	Done-for-you Training	New pharmacy / new staff training for optimised dispensary management and operations. GPP focused.	7 days	R5000
	DFUPL	Done-for-you license app - comprehensive	Full pre-license service from start to license, including: CIPC company registration, IRP + cover letters, floorplans, CSD application (MAAA), SOP pack, 6-part online application, etc	14 days	R40 000
	DFUB	Done-for-you business	This is the premium package for business people who are looking to license one or multiple premises. Includes scouting, recruitment, training, and more post-licensing assistance.	06 months	R200 000
	DFUVIP	VIP	Full package pre-and post- licensing including scouting, licensing, recruitment, staff training, 3 rd party accounts and registrations, shop fitting, stock, pre-launch marketing campaign and accompaniment for the first half operational year including social media, clinic and dispensary management.	06 months	R750 000
	Signature	Experience	End-to-end white-glove project execution with full team support. Including all VIP elements above, plus additional stock, bespoke 12-month post-launch mentorship with quarterly business audits. The ultimate package for those who want to set a new gold standard in community healthcare	12 months	R1.5M
	A-la-carte services		Choose individual services from below.		

The time frame for applications varies. The minimum time for new, full is 3 months, according to the SAPC publishing. To minimise time wasted, ensure your submission is correct the first time you apply. GPP compliance is crucial. Your premises are the most likely area to be non-compliant, so pay extra attention to their requirement.

Remember, we are here to help should you want us to take over your application process, refer to the add-on services that follow and select all that apply. To be discussed during your consultation.

2. MEDICAL DEVICES:



exist: manufacturing, distribution and wholesaling (quality manual or SMF required). The **SAHPRA fees are R25 200 for manufacturing, R15 600 for distribution and R15 600 for wholesale**. The first step to understand the process and requirements.

The fourth one is an export only but requires an existing wholesale license. You've come to the right place. We provide license application services with SAHPRA.

Welcome to Pharmers' professional medical devices (including IVDs) licensing information sheet! We have several curated options of licencing services available depending on your need according to the Pharmacy, and The Medicine and Related Substances Acts. Whether you require a **manufacturing** (manufacture, pack, label, service, import, export), **distribution** (import, export, distribute) or **wholesale** (storage, transportation, delivery) license, you've come to the right place. 3 types

Service Code	Service	Service Description	Approx. Days	Cost
PRE-LICENSE SERVICES				
FEA	Feasibility	Project feasibility in terms of licensing. Check to see if your project will be viable before investing in it fully. Gauteng only	10 days	R8000
MFEA	Mini Feasibility	Check your project feasibility with a desktop review on key elements before starting. Nationwide	7 days	R5000
SCO	Scouting	Search for GPP premises suitable for the desired pharmacy type in 3 chosen geographical locations within SA x2 cycles as needed.	15 days	R6 500
IRP	Interim RP	4 months x responsible pharmacist who endorses the application with the possibility of extension of time (longer application process durations).	Approx. 4 months	R25 000
POST-LICENSE SERVICES				
REC	Recording of Pharmacy	Paper and online application with applicable fees after the pharmacy is recommended and approved.	7 days	R2 000
LC	Pre-Launch Campaign	Launching your pharmacy making it resound in the entire community and surrounding neighbourhoods with visible promotional methods 10 days before and on the launch day!	12 days	R6 000
PLSOP	SOPs	Community pharmacy SOP pack comprises of necessary standard operating procedures (community +/-31)	5 days	From R2 300
POL	Policies	Personalised policy documents (30) to correctly manage staff and enforce company mandates and values	5 days	R3 000
CONT	Contracts	Cleaners, Cashiers, Locums, Responsible Pharmacist Pharmacists, Assistants (all)	5 days	R500 each
RECR	Recruitment of staff	We design the advert and advertise on our 4 platforms: YouTube, Instagram, Facebook & LinkedIn for 5 days. plus 20% of first months' salary for successful placements	From 10 days	R2 000
VLC	License Changes (various)	Any changes to existing application (ownership, relocation, tradename). All letters, online application, hard copy & floorplans.	14 days	R10 000
BHF	Practice Number	Online application, review of documents (CIPC, lease agreement, ID of directors, ID and & Reg of RP, proof of current registration of the pharmacy), support documents, online submission, application for the web access.	7 days	R3000
RMA	Reg Medical Aids	Registration of your pharmacy as a designated service provider to 10 medical aids (includes preferred provider applications)	7 days	R5000
BRR	Business Rescue & Revamp	Is your pharmacy in ICU on the verge of death? Before you sell, let us come in and revive it	2 months	R25 000
Renew	Various renewals	Professional Licenses or permit renewals for healthcare professionals	10 days	R3000
BUDG	Post license Budgets	Receive a detailed budget breakdown of what you would require as a basic guide to open a small pharmacy + clinic	1 day	R1000

Medical Devices Licence Service Descriptions:

Code	Name	Description	Duration	Costs (excl VAT)
DFUMD	Comprehensive Done-for-you	project call / discussion: all four classes (A,B,C,D) - Comprises of full 6.22 pdf & excel application, company registration, AR + LH letters, SMF / quality manual	Up to 15 working days	R40 000
DFUPMD	Premium Done for you	All of the above, plus branding, compliance site visit with recommendations, CSD registration, ISO 13485 SOPs, special LOA, ISO 13485 Implementation Support	Up to 15 days, then up to 3 months	R100 000
A-la-carte options				
EMDA	Emergency MD application	Submit your application within 48h	48h	R8 000
MD application PDF	MDPDF	Complete MD application 6.22	5 days	R5 000
MD application Excel	MDEXC	Complete MD application 6.22	5 days	R5 000
Support documents SAHPRA	SUPL	X4 [Application cover letter, appointment (x2), acceptance AR]	5 days	R4 000
Quality Manual	QUM	Required for MD applications (manufacturing and distribution)	10 days	R25 000
ADDD	Additional devices	Submit a certificate amendment to add up to 10 new devices	5 days	R15 000
MDSP	Business management	Receive personalised ISO SOPs and policies which will help you run your new business	5 days	R15 000
TMAN	Tender management	Let Pharmers manage your license and obtain tenders on your behalf.	Monthly	R25 000
GSV	Site visit (Gauteng Only)	Full site feasibility assessment for compliance /license applications (manufacturing / wholesale)	1 day	R3000
NCA	Nappi code applications	New NAPPI® code Applications to medical aids	21 days	Variable
MEDED	PLSFP	Any changes to the product range or license scope	10 days	variable

3. MEDICINES (SAHPRA) LICENSES

To hold medicines in South Africa, you need a pharmacy license, and to move them around you require a SAHPRA license in addition to that. To import, export, manufacture or wholesale or distribute medicines in SA, the following services are available. For medicinal cannabis as well, you will require cultivation license and SOPs for all the intended daily processes.



Medicines Licence Service Descriptions:

Code	Name	Description	Duration	Costs (excl VAT)
WSL	Wholesale license	SAPC wholesale application with full SAHPRA application (including SMF, interim RP)	14 days	From R50 000
SCOPE	Scope review	Correct classification of medicines for registration	7 days	From R3000
IESL	Import/ Export license	SAPC consultant application with full SAHPRA application (including SMF, interim RP)	14 days	From R50 000
MSL	Manufacturing license	SAPC application with full SAHPRA application (GMP, including SMF and interim RP)	14 days	From R60 000
MQM	Medicines Quality Manual	As part of your QMS you will need a quality manual to establish the quality goals, objectives and standards of the organisation	10 days	From R15 000
MSOP	Medicine SOPs	Get a comprehensive pack for manufacturing, cultivating, warehousing or distribution activities	10 days	From R10 000
POL	Company Policies	Personalised policy documents (+/-30) to correctly manage staff and enforce company mandates and values	5 days	R3 000
CONT	Contracts	Locums, Responsible Pharmacist, assistants etc.	7 days	R1000 for 2
CatD Det	Detained release CatD	This is a SAHPRA application for the release of detained products that fall within the CATD classification of SAHPRA	3 days	R5700
CatD FD	Full distribution license	SAHPRA application for license to distribute CatD products, this includes an application with SAPC, and NdoH	20 days	R50 000

MSOP also includes medicinal cannabis plants. If you have any specific SOP requirements don't hesitate to request a personalised pack.

The DFUB (done-for-you business pack) applies to all compliance projects.

Customization can be applied when the RP, QMS documentation or existing licenses change the required work deliverables.

4. BUSINESS DEVELOPMENT SERVICES

We have services available depending on your needs. Whether you require a pharmacy license, a medical device license, health shop plan, startup financial risk advice, a startup budget, or CIPC company registration, you have come to the right place. Start your business with expert advice. The first step to effectively resolving your query is for us to define and understand it adequately. Kindly complete the attached Pre-Consultation questionnaire fully. This is not a compulsory step, but it ensures that you do not waste your resources (time and money) unnecessarily by embarking on a project that is not feasible or has some disqualifying element. We review your project and discuss your project deliverables and timelines. We are here to be partnering with you on this exciting new journey and wish you the very best outcome.

Entrepreneurs who wish to begin in various projects can opt for helpful services such as:



Business Service Descriptions:

Code	Name	Description	Duration	Costs (excl VAT)
BUSPRO	Business projections	24 months cashflow, start up budget, financial risk advice, 2 x 40minutes project discussion	10 days	R10 000
BUSPLA	Proposal presentation	CIPC registration, organogram, branding, strategy, risk evaluation, core service description (differentiation), 10-slide presentation, 2 x 40 minutes project discussion	10 days	R15 000

BUSCAS	Cashflow forecast & budget	36 months cashflow, start up budget (opening), ongoing budget, 2 x 40 minutes project discussion	10 days	R15 000
MFR	Mini Feasibility Report	Let's do an online desktop assessment of your prospective project location and surroundings	5 days	R2 500
HSB	Health shop Business	You may be interested in opening a non-pharmacy business such as a health shop with unscheduled medicines and devices. Let us help you scout, stock or fully plan for one	10 days	R10 000

5. NATIONAL HEALTH INSURANCE - PHARMACY READINESS PACKAGES (PRP)

The NHI bill is signed into law. It is piloted and being rolled out for years already. If you didn't know it, the CCMD patient parcels which many pharmacies registered at "pick up points" issue out are already an implementation of the NHI. Whether you are for or against the fund, is irrelevant. You should be seizing the opportunities that present to the primary health care space adequately, earlier than later. To assist you we have three packages available for pharmacy readiness. Does your pharmacy provide multidisciplinary access to healthcare? Mental health, allied health practitioners etc.? Do you have essential equipment for out patients and even in-patients? What are your support services in place? Let us help you get ready at your preferred convenience level.



CODE	NAME	DESCRIPTION	DURATION	COST (EXCL VAT)
NHIL	Lite readiness service	Mandatory project discussion; receive the mind map and tools to redesign your pharmacy and its services for the NHI partnership - requirements for accreditation/ certification and the 10 Ideal pharmacy component checklist.	1 month	R12 500
NHIC	Comprehensive readiness service	Mandatory project discussion; Receive the lite deliverables as well as stepwise guidance, assessment and recommendations to redesign your pharmacy for NHI suitability and partnership. Includes community engagement.	3 months	R45 000

NHIVIP	VIP readiness service	Mandatory project discussion; All the comprehensive deliverables as well as personal accompaniment in implementation of all 10 components and coaching/ staff training at your premise during your preferred times. Includes systems testing and launch.	6 months	R130 000
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6. REGULATORY CONSULTING SERVICES

At Pharmers we have expert consultants available to assist you in your projects. Setting up various companies, licenses, departments etc.

- **QA consulting** - Quality Management System packages including ISO13485, quality manuals, SOPs, GMP etc.
- **PV consulting** - Pharmacovigilance packages for QPPV, or to set up PVQM, SOPs, ADR / ICSR reports etc.
- **RA consulting** - Various medicine registrations/variation applications, 3D listing, medical device registrations, etc.
- **RP Consulting** - interim RPs for short term license applications and various pharmacy project assistance

Consulting	Duration	Cost (excluding VAT)
RP/RA/QA/PV projects	3 - 6 months on average	R100 000 - 180 000



7. RECRUITMENT, RETAINER SERVICES & REPS

You can now opt into one of our recruiting services as an employer or an employee!

RECRUITMENT - Employer tiers

	Description	Unique Benefits	Costs	Duration
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		Candidate review & shortlisting	Contract negotiating	Induction / Scope / CPD training	Background / criminal checks	Listing & Advertising	Interviewing candidates	(excl VAT)	
Tier 1	Entry level tier satisfies the recruitment need of organizations wishing to be listed					X		FREE	Once off
Tier 2	Moderate tier satisfies the recruitment needs of organizations wishing to be assisted (1 vacancy)	X			x	X	x	R5000	1 month
Tier 3	Premium tier satisfies the recruitment needs of organizations wishing to be accompanied (1 vacancy)	X	x		x	X	x	R11000	3 months
Tier 4	Platinum tier satisfies the recruitment needs of organizations wishing to be pampered & customized (1 or more vacancies)	X	x	X	x	X	x	R30 000	6 months

Our wide extensive network of pharmacy professionals ensures we have the biggest pool of qualified candidates to pair with your skill requests.

no other fee or salary percentage commission will be required from the organization.



RECRUITMENT - Employee tiers

Here is the employee section. We have 3 tiers for you.

	Description	Unique Benefits	Costs	Duration
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		Submit to advert listing	Contract negotiating & Induction	Induction / Scope / CPD training	CV / resume upgrade	Interview preparation	(excl VAT)	
Tier 1	Entry level tier is mean to satisfy the recruitment need of candidates wishing to simply list their cv/ resume	X			X		1000	Once off
Tier 2	Moderate tier is meant to satisfy the recruitment needs of candidates wishing to be assisted with their CV/resume as well as	X			X	X	R3000	1 month
Tier 3	Premium tier is meant to satisfy the recruitment needs of candidates wishing to be accompanied / bonus recruiter contacts and meeting directly	X	X	X	X	X	R10000	3 months

Submit your CV/ resume to be considered for any short- and long-term placements and vacancies.

REPS

Become a sales rep for Pharmers. Earn commission up to 30% selling our products and services in a fantastic way. Be flexible, work remotely and on your own time! Using your social media or other channels, provide promotional information directly to customers. Training & ongoing support provided with the one-time initial joining fee of R500. A toolkit containing personalized rep codes, product and service images, descriptions and packages on offer is available to the reps.

Contact info@pharmers.co.za to receive an application form.



Retainers

You can now opt into one of our retainer packages that suits your company or individual need.

	Description	Unique Benefits	Costs	Duration
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Package 1 (PPARet6)	<p>Medico-pharmaceutical companies often require expert consulting and training for their organization. At various stages of their growth, they will need to receive accurate industry information, liaise with the authorities for various applications or queries as well as train new and existing employees towards high quality performance and compliance.</p> <p>Select from our GxP training (GMP, GPP, GCP, GWP, GRP), our Quality training (RP, QA) or even our regulatory affairs training (RA, PV). There are a lot more to pick from. Additionally enjoy services such as medicine registration, license application, amendments, various medical writing compilations / brochures, compliance / QMS documentations, inspection readiness, and more.</p>	<ul style="list-style-type: none"> • Unlimited (onsite/offsite) consulting work with designated recurring meeting slots and monthly industry specific updates and Regulatory / Pharmacovigilance / Quality Assurance or other recommendations • Internal audits & assistance • QMS / documentation review 	<p>10 or less employees or 3 or less departments:</p> <p>R600 once off enrolment admin fee</p> <p>R4500 / monthly (Excluding VAT)</p> <p>-----</p> <p>11 or more employees or 4 or more departments:</p> <p>R600 once off enrolment admin fee</p> <p>R5600 / month Excluding VAT</p>	<p><u>Six months</u> from the time of enrolment with one complementary handover week</p>
Package 2 (PPARet12)		<ul style="list-style-type: none"> • Unlimited (onsite / offsite) training requests with monthly dedicated refresher / upskilling training and or material • Scheduled monthly calendar meetings • Ongoing expert advice and recommendations / communication with priority booking 	<p>10 or less employees or 3 or less departments:</p> <p>R600 once off enrolment admin fee</p> <p>R4000/ monthly excluding VAT</p> <p>-----</p> <p>11 or more employees or 4 or more departments:</p> <p>R600 once off enrolment admin fee</p> <p>R5100 / month</p> <p>Excluding VAT</p>	<p><u>Twelve months</u> accompaniment from the date of enrolment with two complementary handover weeks</p>
Package 3 (PPARetX)	Customised to client specific need			

8. HEALTHCARE PROFESSIONAL APPLICATIONS

CODE	NAME	DESCRIPTION	DURATION	COSTS
HCPR	License / permit renewals	Renew your annual council memberships and registrations	10 days	R3000

HCPC	Healthcare professional custom	Customise your request	n/A	Custom
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To apply to your council and renew applications.

Foreign registered professionals seeking to register in South Africa may also seek assistance.

9. MEDICINE REGISTRATION

To register your medicines in South Africa, they should fall within these classes according to the SAHPRA:

Medicine Category	Description	Duration	Cost
A, B, C	Screening, m1-5, QOS, QIS, BTIF, PI, Label & PIL	150 - 200 hours	R1000 / hour
D	3D list, PI and PIL, module 1 - 3	10 -25 hours	R1000 / hour
NB: Compilation of part or full dossier is possible. You will need to book a project call so we can discuss the exact requirements and process you would prefer to follow.			

10. TERMS & CONDITIONS

Before you make a booking (or payment confirmation), please note the following:

Terms & Conditions:

Our Terms and Conditions section is like a contract between us. Pharmers make information and services available to its customers, and customers should follow rules of engagement.

By booking a service with us, you agree to all of our terms and conditions as stated on this document and our website. We respect your privacy and ensure all personal information obtained through phone/email/ website is kept secure in accordance with the Data Protection Acts – United Kingdom (Data Protection Act 2018 (c 12) is a United Kingdom Act of Parliament), European Union (The General Data Protection Regulation (EU) 2016/679 ("GDPR")) and South Africa (The Protection of Personal Information Act 4 of 2013 ("POPIA")).

As the client, you will communicate any changes to orders before making said changes, failure to do so can result in withdrawal and cancellation of services upon breach. Online bookings are required to generate zoom link through the software, bookings made through email may incur delays. Online bookings must be made the week before the intended consultation date (at least 3 days before)

-When you book for a consultation, an invoice for payment will be sent to you soon after. Make payment into Pharmers account (as shown below) within 24 hours to confirm the appointment. When you book a service, an invoice is valid and payable up to 72 hours from issue. -If this payment is not received through a proof of payment email (send pdf to info@pharmers.co.za) then the booking will automatically be cancelled. -Pharmers automatically provides confidentiality in all projects and consultations. If you desire a written & signed NDA, please request one by email. -Floorplans drawn have a maximum of 3 alterations with the original architect of plans and the timelines will be subject to availability of that architects. We cannot predict how quickly this will be. -Licencing services are limited to full initial submissions of applications.

These services do not include any subsequent need/requests for recordings or providing shop fittings etc. unless booked for such additional services. -Although Pharmers has an excellent track record of approvals, we cannot guarantee any outcome deliberated by the national authorities (SAPC, NDoH, SAHPRA). We may assist in correcting or appealing for reconsideration where appropriate. -All additional payments required to SAPC or SAHPRA are to be paid by the applicant directly and the proof of payment sent to Pharmers for inclusion in application documents. -You may request that Pharmers make those payments on your behalf as an applicant, by including these payments to your invoice. -For projects above R20 000, a 50% deposit can be requested to commence the project and the 40% balance due on submission (subject to case number). -Pharmers will not be held liable for delays incurred by applicants. -defaulters who refuse or fail to pay their balances after work has been done, relinquish their right to privacy. Pharmers may release their full name, IDs, and addresses or even business profile to recover funds any way it deems fit. Whether through legal or public means. -Pharmers will not be held liable for negative outcomes due to applicant doings. -Pharmers will not process any refunds for services booked; but can offer alterations or changes to the business' discretion. -Pharmers Refund policy as described for masterclasses can be found in the Academy tab. -Other specific terms and conditions can be found on invoice or in project sheet prior to making payment. -It is the client responsibility to ensure they understand fully what they are paying for.

Online bookings are required for consultation, must be made at least 3 days before the intended consultation date. Invoice must be paid in full to confirm. Face-to-face consultations will be booked at our office either on a Friday at least 3 days before. SITE visits must also be made 3 days prior and paid fully. When you book for a consultation, an invoice for payment will be sent to you soon after. Make payment into Pharmers'

account (as shown below) within 24hours to confirm the appointment. If this payment is not received through a PDF proof of payment email (send pdf to info@pharmers.co.za) then the booking will automatically be cancelled. Pharmers provides confidentiality in all projects and consultations. If you desire a written & signed NDA, please request one by email. Floorplans drawn have a maximum of 3 alterations and the timelines will be subject to availability of our architects. We cannot predict how quickly this will be. Licencing services are limited to full initial submissions of applications. These services do not include any subsequent need for recordings or providing shop fittings etc. see our post-licensing services for more information. The DFUVIP is the exception. Although Pharmers has an excellent track record of approvals, we cannot guarantee any outcome deliberated by the national authorities (SAPC, NDoH, SAHPRA), should the need arise, we will assist in correcting or appealing for reconsideration as best we can. All additional payments/ fees required to SAPC or SAHPRA are to be paid by the applicant directly and the proof of payment sent to Pharmers. Use banking details on following page. Ensure the reference is correct. We can help you confirm For projects above R20 000, a 60/40 % split can be requested to commence the project and pay the 40% balance on submission; for projects above R100 000, a 33% x3 payment tranche can be paid every 2 months out of the 6. No liability for unauthorised changes on application forms or other late replies will be accepted by Pharmers. Late replies or responses leading to project cancellations and liabilities will not be accepted by Pharmers. A project is deemed cancelled after 2 weeks of inaction from the client side. Balance payments for split payment agreements are due 10 days after project begins or on the day of submission of the project. Penalty fees for late payments will apply at 5% increase immediately after first date of delay and accrue daily until payment is made. Please note that all projects carry risk. We mitigate these with our experience and are generally successful. However, should a new requirement, rule or change occur during the application or processing of your license / project; it is outside of our scope and control. It is the client's responsibility to ensure the population statistics are recent and available Verbal discussions and communication from clients require an email follow up to ensure understanding on all parties. If you do not understand your project terms, please request clarity before signing. You will be liable for any misunderstanding leading to project failure. If a plan A project outcome rejection is issued by the authorities, your plan B project plan will automatically kick in.

Thanks again for your interest in Pharmers. We trust that you have found excellent value in your experience with us thus far.

TO MAKE a PAYMENT after receiving a quote or invoice; USE FOLLOWING DETAILS:

To pay Pharmers:

STANDARD BANK

ACCOUNT NAME: PHARMERS CONSULTING (PTY)

ACCOUNT NUMBER: 10 24 8528465

ACCOUNT TYPE: CHEQUE

BRANCH CODE: 051001

REFERENCE: SERVICE CODE / INVOICE NUMBER

To pay SAHPRA:

ABSA BANK

ACCOUNT NAME: SOUTH AFRICAN HEALTH PRODUCT REGULATORY AUTHORITY

ACCOUNT NUMBER: 40-5939-2080

ACCOUNT TYPE: CHEQUE

BRANCH CODE: 632005

REFERENCE: SPECIFIC CODE

To pay SAPC:

STANDARD BANK

ACCOUNT NAME: SOUTH AFRICAN PHARMACY COUNCIL

ACCOUNT NUMBER: 011 885 866

ACCOUNT TYPE: CHEQUE

REFERENCE: PHARMACY NAME

The next page is a pre-consultation / pre-project questionnaire that may help you describe your need better before we begin your project. Use it if needed and return to info@pharmers.co.za or academy@pharmers.co.za

We're here to partner with you on this exciting new journey and wish you the best outcome.

11. PRE-CONSULTATION QUESTIONNAIRE (FILL IF FURTHER CLARITY IS NECESSARY)

WHERE ARE YOU BASED GEOGRAPHICALLY?	
WHAT URGENCY DO YOU HAVE?	
WHAT IS THE NATURE OF YOUR REQUEST?	
WHAT OUTCOMES/ DELIVERABLES DO YOU REQUIRE FOR SATISFACTION?	
WHAT IS YOUR END-GOAL OBJECTIVE AFTER ACQUIRING THIS SERVICE?	
WHAT IS YOUR PAIN-POINT FOR NOT DOING THIS ON YOUR OWN?	
IS PERSONAL AND EXPERIENTIAL GUIDANCE SOMETHING YOU NEED?	
LIST ALL ADD-ON SERVICES YOU REQUIRE ABOVE THE CONSULTATION.	
DO YOU REQUIRE ADDITIONAL STRATEGIC GUIDANCE?	
WHEN WOULD YOU LIKE TO BOOK? DATE AND TIME?	
BY WHEN WOULD YOU LIKE THE PROJECT TO START AND FINISH? / DEADLINES?	
ANY OTHER REMARKS TO NOTE?	

Thanks again for your interest in Pharmers. We trust that you have found excellent value in your experience with us thus far.

Kindly familiarise yourself with our general Ts & Cs as listed on our website. For the case of appeals, please note there are no guarantees. The factual and motivational points will be highlighted to present in the best possible way and submitted at risk.

Disclaimer: Pharmers has successfully assisted hundreds of applicants on their various projects. We will not be held accountable of any failures in obtaining a license once correct application is submitted. The recommendations we give are according to GPP. Non-compliance liabilities will not be accepted. Please note that this purchased herein is non-refundable. If you are not satisfied, we may investigate the cause, adjust or replace the service at the discretion of the managing director.

12. SERVICE REQUEST FORM



Pharmers
In-Depth. Personalised. PharmaCare.

PHARMERS CONSULTING - VARIOUS PHARMERS SERVICES

Applicant Title:		First Name:	
Last name:		Current Position:	
Company:		Email:	
Company VAT Number:		Physical Street Address:	
Contact Number:		City/ Town:	
Current industry:		Date:	

SERVICE CODE SELECTION (please use all codes in above info sheet that apply)

Service Code e.g., DFUMD	Done-For-You ✓	A-La-Carte ✓	Apply Discount Code e.g., LEAP30
....			
....			
....			

Other / no code request:

All license and permit projects require a project call. Please select your preferred date and time

Date:	
Time:	

NB: This application form needs to be completed in full; Enter the correct service codes and select either done-for-you or A-la-carte; If you have a discount code (as seen on social media or our website) please insert it in the correct (last) column

Total Services (Cost):	R	Other Comments:	
TOTAL Payment Due including 15% VAT:	R		

PAYMENT OPTIONS SELECTION (please tick box which applies)

One Full Payment	<input type="checkbox"/>	2 x 50% (projects above R20 000)	<input type="checkbox"/>	3 x 33% (projects above R100 000)	<input type="checkbox"/>
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Please return completed form to info@pharmers.co.za for an invoice to be generated for your selection

I have read all the terms and conditions and agree

Applicant Signature: Date: ... / November / 2025