

What is the Faithful to Nature offer?

You will save 20% (on the full purchase price including VAT) on all items purchased from [Faithful to Nature](#), using your unique partner code. The offer is valid for three purchases and the purchases can include any number of items up to any order value.

How long is the Faithful to Nature offer valid for?

The Faithful to Nature offer is strictly applicable to purchases made using your Investec Visa card from 2 April 2024 to 2 July 2024 (both days included) and will not apply to any card purchases made prior to or after.

Which Faithful to Nature items and services are excluded from the 20% saving?

The Faithful to Nature offer excludes delivery fees (free nationwide delivery applies for online orders over R400), any sale or promotional products, gift vouchers and appliances.

How do I place an order on the Faithful to Nature website and access the 20% saving?

- Visit the [Faithful to Nature](#) website
- Browse and select your item(s)
- Enter your unique partner code at checkout and use your Investec Visa card to pay
 - Note: You will receive an order confirmation email
 - The 20% saving cannot be applied after the order has been placed/completed.

Can I use the unique partner code more than once?

Yes, you will be able to use your unique partner code for three purchases.

Do I need to insert my unique partner code every time I purchase?

Yes, you will need to insert your unique partner code for all three purchases for the saving to be applied.

Faithful to Nature offer frequently asked questions

Can the 20% saving be used in conjunction with other Faithful to Nature promotional offers?

No, you will not be able to use the 20% saving in conjunction with other Faithful to Nature promotional offers.

Can the unique partner code be used in conjunction with a Faithful to Nature gift voucher?

No, you will not be able to use the unique partner code in conjunction with a Faithful to Nature gift voucher.

Where can I find my unique partner code?

- Your unique partner code can be found in the Private Selection email that was sent to the email address that we have on record for you.
- Your unique Private Selection partner codes are now available on Investec Online and will be in the App later in April. Simply login to find your codes under **'For you'**.

Who do I contact if I did not receive the email with my unique partner code?

- Your unique Private Selection partner codes are now available on Investec Online and will be in the App later in April. Simply login to find your codes under **'For you'**
- Alternatively please contact our 24/7 global Client Support Centre on 0860 110 161 or 011 286 9663. Your unique partner code will be resent to the email address we have on record.

Who do I contact if I have queries related to my order?

If you have questions, please contact Faithful to Nature on 021 785 3268, Monday to Friday from 08:00 to 16:30 (excluding public holidays) or email support@ftn.co.za.