

AVON

ORDERING

How do I place an order on Avon.com?

There are many ways to order for yourself and your customers:

1. Shop by Product # – this option can be found at the top of the Avon.com site or under the Shop All tab. Here you can order for yourself or a specific customer. You can also take advantage of the best price by clicking the campaign dropdown menu to see all available campaign pricing.
2. Shop All – this tab allows you to view product categories to shop from. Within each category, you can filter by brands, concerns and much more.
3. Shop for Rep Only – this tab houses What's New items (Preview Products) and samples so you can easily add to your order.
4. Digital Catalog – you can review the Digital Catalog for the current campaign and add items to your shopping bag directly from the catalog.

Why are the shoppable versions of the What's New and brochure not going to be available on the new site?

The shoppable versions of both the What's New and brochure will be supported via the Digital Catalog. Avon Representatives will have the option to download the PDF versions of both the What's New and brochure under Documents & Resources on Avon.com.

I just submitted my order and need to make a change. How can I do that?

Once your order has been submitted, no changes can be made. You can return any unwanted items for a refund.

What sales collateral materials are available in English and Spanish?

What's New, special offer flyers and the free brochures in sign-up starter collections will be available in English only; the Spanish versions can be downloaded as PDFs on the Documents & Resources page. The full brochure in English or Spanish will continue to be available for ordering by Representatives.

Will I need to download a new Avon app?

Yes, our new “AVON GO” app will be available for download in the App Store and Google Play Store once the new site is live for both Avon Representatives and Avon customers.

PAYMENTS

How do I make a payment on my account?

At checkout, you'll be prompted to make a payment in advance for the order you're submitting. You can choose from the following payment methods:

- PayPal alone
- Credit card and Avon Credit (if applicable)
- 1 credit card alone
- Avon Credit alone (if applicable)

Why can't I pay with multiple credit cards?

To advance our level of fraud protection for you and your business, only one credit card can be used.

When are payments to Avon due?

For Representatives without Avon Credit, payments are due in full when you place an order. For Representatives who do have Avon Credit, payments are due no later than the closing date for the next campaign. Payment is required even if you don't submit an order in the next campaign.

How do I receive my commissions from face-to-face sales or incentives, awards, etc.?

Payouts from online Direct Delivery orders, incentives, Leadership commissions, etc. will be paid through Avon Wallet, our new payment portal.

Your commissions from face-to-face/in-person sales are the percentage you keep from the payment you collect at the time of order delivery to the customer.

What is Avon Wallet?

The Avon Wallet payment portal is the new, easier way for you to receive all your Avon payments and manage your funds. You'll get all your earnings from all your online store orders, Leadership bonuses, incentive pay-outs, account credits, etc. paid quickly and easily, and simple tools give you access anywhere, from any device.

Do I need to provide a valid Social Security Number when I sign up for Avon Wallet?

Yes. A valid Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) will be required during the activation process.

Will my current Avon prepaid card still be active?

No. Avon will be sending a new Avon Wallet prepaid card once you activate and request via your Avon Wallet account.

If you have a current Avon paid card with an available balance you'll still be able to use the funds, however Avon will no longer load any new funds onto that card.

How do I sign up or activate my Avon Wallet account?

The Avon Company will create an Avon Wallet account on your behalf and an email will be sent to you with a link you can use to start the activation process.

If you have been notified by The Avon Company that your first payment has been sent but haven't received an activation email, click "Resend Activation Email" on the login in page of Avon Wallet.

Also check My Profile on Avon.com to be sure your email address is up to date.

RETURNS

Can products be returned for a full refund?

Yes, you can request a full refund and have 60 days to return a product to Avon. Credit will be applied once the item has been received and processed in the National Returns Processing Center. Our returns policy is stated on the brochure and on your online store.

- Please note that Good Buys or other items marked as final sale cannot be returned
 - Items within an order that fall under this category will be listed under the Non-Returnable Section
- Customers on your online store have 45 days from the billing date to return a product to Avon

How soon after I process a return request is the amount credited to my Avon account?

All products must be returned to Avon prior to credit being applied. There is a two-week turnaround time from the date the package is shipped back to Avon and processed for credit to appear on your Avon account.

If I return items, do I pay for the shipping?

Representatives pay for shipping of any items being returned. Return postage will be paid at the time the package(s) is returned, it will not be charged to your Avon account as in the past.

How do I request credit for an item(s) that I want to return?

Returns are processed on a per-order basis. We cannot accept return items across multiple orders in one Return Merchandise Authorization (RMA). An RMA is required for each return so we can be sure all items are reconciled properly.

Can I combine RMA's in one return package to save on shipping costs?

Yes, if each item(s) has an RMA, you can combine them all in the same package with the corresponding paperwork for each RMA.

Do not add any item(s) in the return package that have not been assigned to an RMA. They will not be credited nor returned.