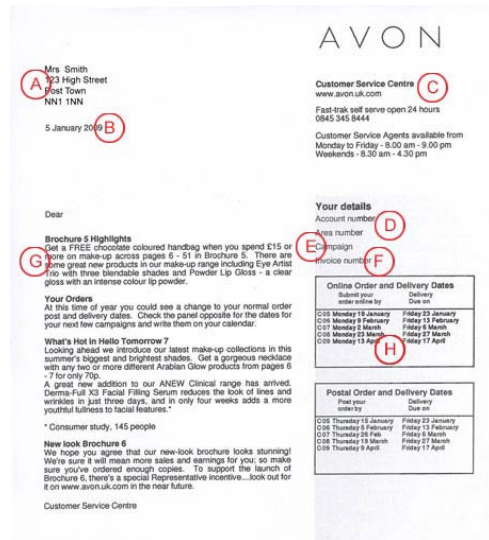


How to understand your Avon invoice

Your invoice is included in your delivery box. The box containing the invoice is marked with 'invoice enclosed'. If you are registered online at www.avon.uk.com, you can also view a summary invoice online by selecting 'My Orders', 'Order Tracking' and the link to the relevant invoice. Here's how to make sense of your invoice.

- A. Your name and address as they appear on Avon's records.
- B. The date of the invoice.
- C. Details of how you can contact Avon if you have any questions.
- D. Your Avon Representative account number and area number. You will need to state your account number if you contact us.
- E. The campaign to which the invoice refers.
- F. The invoice number.
- G. A personal letter to you, with important information about up-and-coming highlights for you and your customers.
- H. Shows your order submission and delivery dates.



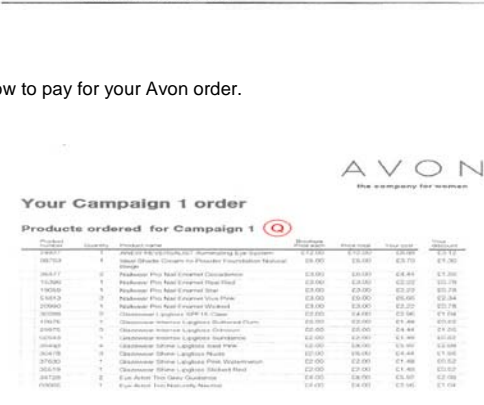
- I. A summary of your account statement, including:
- J. A summary of items you have ordered from the current campaign, plus any items back-ordered from the previous campaign.
- K. Items you have purchased for your Avon business (products with no discount), Money Makers, etc.
- L. The amount of discount you have been given for the campaign. You can see here any business costs in the form of brochures, demonstration products (not for resale), bags, etc. These do not qualify for discount.



- M. A statement registering any credits applied and any past payments you have made to your account.
- N. The amount you owe Avon and the date by which payment is required.



- O. Details of how to pay for your Avon order.
- P. A giro slip from HSBC and your amount you owe Avon and the date by which payment is required.



- of your account statement, including:
- of items you have ordered from the current campaign, plus any items back-ordered from the previous campaign.
- have purchased for your Avon business (products with no including brochures, samples, demonstration products resale), Money Makers, etc.
- amount of discount you have been given for the campaign. see here any business costs in the form of brochures, demonstration products (not for resale), bags, etc. These do for discount.
- statement registering any credits applied and any past you have made to your account.
- amount you owe Avon and the date by which payment is required.
- this is needed if you are paying by cash at a Post Office or Bank. Always remember to add 50p to cover the administration fee or your account will not be fully settled next order may be held.

Q. A breakdown of products ordered by product number and description for the campaigns of the invoice. Any items ordered from the current campaign will be shown first, followed by any back-ordered from the last campaign. The 'customer price' (the price the customer pays) and 'your cost' (the amount you pay Avon) is shown for each product.

Your order continued

AVON
the company for women

Products ordered for Campaign 4 (continued)

Product number	Quantity	Product name	Customer Price each	Price total	Your cost	You save
53249	2	Avoben Glow Bronzing Foam (9-for £8.00)	£4.00	£8.00	£5.91	£2.09
	1	Solutions Total Resistance A.M./P.M. Samples Pack O/S	Free			
	2	Solutions Maximum Moisture A.M./P.M. Samples Pack O/S	Free			
	1	Solutions Ageless Results A.M./P.M. Samples Pack O/S	Free			
Total for Campaign 4 products				£88.49	£56.69	£31.81

Items with no discount (Demo items are not for resale)

Product number	Quantity	Product name	Your cost	
	9	Packs of COS Brochures (9-for £4.76)	£4.76	Y
	15	Packs of COS Brochures	£7.20	Y
	3	Packs of COS Brochures (9-for £4.86)	£1.62	Y
	1	Packs of COS Brochures	£2.48	Y
Total for items with no discount			£17.50	

Credits to your account

Issue date	Quantity	Product name	Customer Price each	Price total	Your credit
98	1	Dry Body Brush Set	£2.50	£2.50	£7.96
Total credits			£2.50	£2.50	£7.96

Items supplied with this order at no cost

Quantity	Product name
1	Pack of Brochures
1	VAT Flyer
1	COS Transmitter Booklet Order Form COS-000
1	Hello Tomorrow O/S
1	COS Transmitter Booklet Order Form COS-000
1	Hello Tomorrow O/S
5	COS Gel Flyer Pack of 5 CA52

R. A list of items with no discount.

S. Any credits, recharges or re-credits made to your account. A recharge is made when we have not received any items exchanged or credited within the 36 day time limit allowed. A re-credit would be applied when we have received the items relating to a recharge.

T. A breakdown of items supplied at no cost.

U. A list of any items unavailable in this campaign. This may be due to excess demand which has led to us having no more stock, or we more usually we will supply automatically as soon as stock becomes available

Items unavailable

Quantity	Product name	Note
1	Lustre Elix 340	Sorry, this product has sold out. Please do not re-order.
1	Diamond Elix - Large Cup Size 42s	Sorry, this product has sold out. Please do not re-order.

V. A reminder about any returns you have told us about, plus information on how and when to return to us.

W. Carrier return labels - Always KEEP these in a safe place in case you need to return any products to us.

Using the Returned Products Book

Complete your Returned Products Book for the products below, following the instructions on the back.

Remember

- Do not overload the return parcel. The health and safety warning (weight limit) is the maximum recommended weight.
- The return parcel must be placed in the parcel you paid for the product, not the original parcel.
- No return as you have ordered credit or replacement a replacement, you should return the products to us as early as possible, ideally within the delivery time limit.
- If the products are not returned to us within 90 days of the order receipt, we will charge the value of these products to your account.

Product number	Quantity	Product name	Quantity	Returned	Returned	Returned
53249	2	Avoben Glow Bronzing Foam (9-for £8.00)	2			
	1	Solutions Total Resistance A.M./P.M. Samples Pack O/S	1			
	2	Solutions Maximum Moisture A.M./P.M. Samples Pack O/S	2			
	1	Solutions Ageless Results A.M./P.M. Samples Pack O/S	1			

CARRIER RETURN LABEL

To return a parcel by Delivery Driver securely attach a Carrier Return Label to each parcel.



Please ensure you do not cover the barcode in the middle section of the label in any way.

Parcels without a barcode label cannot be accepted by the Delivery driver.

Other important information contained in your invoice:

- Representative information – this will include information about any incentive programmes or competitions and any corrections we have made to the brochure or Hello Tomorrow magazine
- Customer information – this is information you need to pass on to customers as it relates to corrections to the brochure
- Customer notice slips – you can use these to tell your customers about any issues with product availability.

Note: Please retain all invoices for your records and for tax purposes.

If you have query about anything on your invoice, you must inform us within 90 days of the date of your invoice.