

The Avon Guarantee


Avon is so confident that your customers will love our products that we offer an extra-special guarantee which means they can buy without risk – if your customers are not 100% happy with their purchase, they can return the products within 90 days of delivery for a refund or exchange – even if they have tried it. Special terms apply to certain products, including:

- **Lingerie guarantee** – for hygiene reasons, a replacement or refund should not be given if the gusset label is removed from lingerie. Customers should return items unworn.
- **Free gifts** – for a full refund on a free gift, please ensure that the customer returns all qualifying items for the return to be processed.

The Avon guarantee is in addition to consumer statutory rights which state that faulty items can be returned for either repair, refund or replacement for up to two years. This rarely happens but if it does, give us a call to discuss further.

Replacements & exchanges

You can request a replacement for a product of the same value within two campaigns of the brochure it was ordered from. If it is longer than this, or if the replacement is of a higher value, please request credit and re-order.



The screenshot shows the Avon website's navigation menu with 'My orders' selected. A dropdown menu is open, and 'Replacements' is highlighted with a red arrow. To the right, there is a date display for 'Tue, May 18, 2009' and a campaign countdown for 'Campaign 09' which is due by 10:00 pm on 01/06/2009, with 13 days left.

Search for items to replace

Select the invoice for the product you wish to replace by clicking on 'Search' next to the invoice number.

Camp. no.	Date of invoice.	Invoice number.	
8	12/05/2009	566363	Search
7	21/04/2009	390313	Search

[Show all available Invoices](#)

Replacement product search if you don't know which invoice the item was on, you can find it by entering the product number or description below. Select the campaign number from which the item was ordered if you know it.

Returned products

As a Representative you have longer than 90 days to claim credit for any returns because we allow time for you to get the product to the customer, and then for the customer to return the product to you.

You should refund the customer the price they paid and in turn you will be credited your cost when you claim credit and return the item to us. Of course if you can resell the item you would benefit by retaining the value of the discount.

Once a product has been supplied to you, your last opportunity to claim credit for the product will be 18 weeks, or approximately 6 campaigns later.

Place an order
 Order tracking
 Order and delivery dates
 Replacements
 Credits



today is Tue, May 19, 2009
 Campaign 09 is due by 10:00 pm on 01/06/2009
CAMPAIGN
09
 13 days left

Search for items to credit

Select the invoice for the product you wish to return by clicking on 'Search' next to the invoice number.

Camp. no.	Date of invoice	Invoice number	
8	12/05/2009	566363	Search
7	21/04/2009	390313	Search
6	31/03/2009	192088	Search

[Show all available Invoices](#)

If you don't know which invoice the item was on, you can find it by entering the product number or description below. Select the campaign number from which the item was ordered if you know it.

Please use the easy guide below to check the latest you should accept returns under the terms of the guarantee:

ORDER BEING SUBMITTED	OLDEST CAMPAIGN FROM WHICH TO ACCEPT RETURNS
1	13
2	14
3	15
4	16
5	17
6	18
7	1
8	2
9	3
10	4
11	5
12	6
13	7
14	8
15	9
16	10
17	11
18	12

If you are requesting credit online the invoice history within the credits section of the website will only show you the items within the time limit of the guarantee; similarly if you are requesting replacements online you will only be given the opportunity to do this for products within the timeframe that we offer replacements.