

Your guide to claiming credit & returning products

Every Representative needs to make returns from time to time, though if you can find any opportunity to resell the products returned by your customers you will retain your discount.

Avon allows you to claim credit for the items you need to return, and then to return the items within 36 days.



Online returns

Doing returns online is a quick and easy process which will save you time, plus you will know exactly how much your account will be credited. Follow this guide to ensure everything runs smoothly.

Claiming credit






1. Log in to your Representative Account online.
2. Go to **'My Orders'**
3. Choose **'Credits'** and find the invoice relating to the items you wish to return. Only the invoices which fall within the time limit of the guarantee will be visible for the purposes of claiming credit.
4. For each item, **enter the quantity** you are wishing to return and **state the correct reason code** from the list of options shown. It is important that you try to find out exactly why a product is being returned and choose the correct code as this helps us to take action, where required, to prevent future problems.
5. Update and submit the items you wish to return. You will see a confirmation of your returns with the value that will be credited to your account.

You have 36 days to return these products, which should be no later than 20/05/2009

Click on 'Order History' link below for details of this order.

Previous balance: £120.24
Total value of credits: £19.98

Next Steps:

- | | |
|---|--|
|  Print | Print the Credits and Replacement request |
|  Returns form | returns form to complete, print and include in your returns parcel |
|  Order History | track my orders |
|  Contact Us | send an e-mail to Avon |
|  Home | browse the site |

6. Print the Credits and Replacement form for your records by clicking on the returns form link.

7. Complete the returns form by confirming the number of each item you are putting in the parcel and add the parcel barcode reference. You will find a sheet of returns labels at the back of your first invoice (or any other order that includes credits). If you ever have a query about the returns parcel, the 4 digit parcel barcode reference number will help us track it. If you need some help, there are instructions at the top of the returns form.
8. **Print off the form** - you will have one copy to put in the parcel and a second copy for your own records.

Other ways to make Returns

You can also claim credit using the **paper order form**, or **fast-trak** on 0845 345 8444. For this, you will need information from the invoice when the product was supplied, so remember to keep your invoices. To return the products you will need to use the blue Returned products book that was supplied with your first order. The book will guide you through the returns process.

How to request an exchange or replacement

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.

If you are exchanging products, please go to 'My Order' and select 'Replacements', then follow the same process as above.

PREPARING YOUR RETURNS PARCEL

1. Choose an **appropriately-sized box or envelope** for the items you wish to return. Do not overload your parcel - 8kg (16lbs) is the maximum weight we advise.
2. Put the completed **returns form** in the parcel, ensuring that the products listed on the form match the contents of the parcel.
3. Ensure the parcel is **secure** and **attach the label** without covering the barcode.
4. Return the parcel via the delivery driver, when your next order is delivered.
5. Ask the driver to sign your copy of the returns form as this will be proof of return for the parcel. If you know that you will not be at home for your next delivery, please leave your returns parcel in your designated safe location, or alternative delivery address, with your copy of the returns form. The driver will sign or stamp your form and leave it for you as proof of return.
6. Please keep copies of your returns forms in case of any queries.

Important Information

If the items you are claiming credit for were supplied with a free gift, to ensure a full refund please ensure that the customer returns the gift to you and enclose this in the parcel

If you prefer you can post your returns to Corby, but you will have to pay the cost of postage if you choose this option. Please note that **NO aerosol products should be returned to Avon via the Royal Mail**. To send returns using the Royal Mail, address your parcel to the address below, take your parcel to a Post Office, pay the postage charge and ask the counter clerk to stamp your copy of the returns form as proof of postage:

Avon Cosmetics Ltd.
Returned Goods Dpt.
Earlstrees Road
Corby
Northants, NN17 4AZ

Should you receive a complaint about a product from a customer that is not covered by the normal return reasons e.g. severe allergic reaction, please retain the product and call the Customer Service centre for further instructions.