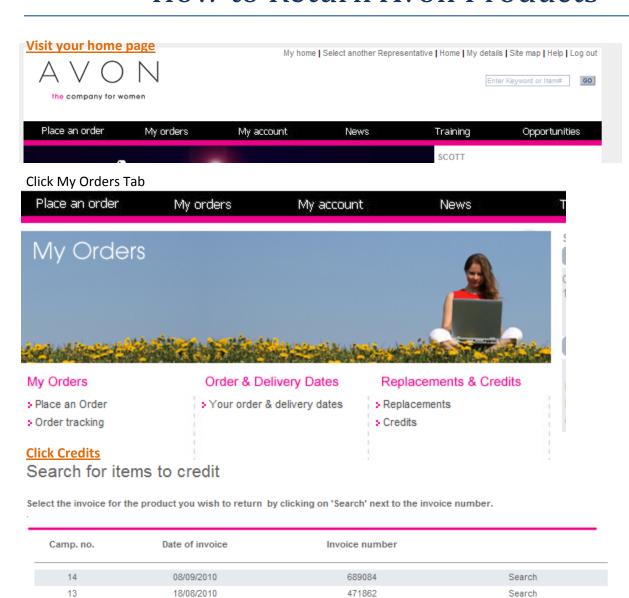
# How to Return Avon Products



#### Show all available Invoices

28/07/2010

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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.

184536

	Campaign:	ALL ▼	
Product number		OR	Description
FIND BY NUMBER			FIND BY DESCRIPTION

#### Type in a brief description of your product i.e. anew, shower gel, mascara.....etc

### Select item to credit

Enter the quantity and reason code for the item(s) you wish to credit, you may request credits up to the available quantity. Tip: If your invoice contains lots of products, press the Ctrl key and the letter F key on your keyboard to find items on your invoice.

- 50 This product leaked
- 51 Product damaged by leakage of another product
- 52 Unable to deliver/collect money
- 53 Surplus stock, could not sell
- 54 Ordered and charged, but missing from box 66 Offer misunderstood/ordered wrong
- 55 Not ordered, but supplied and charged
- 56 Not ordered, not supplied, but charged
- 61 Wrong size

- 62 Damaged/faulty product/packaging
- 63 Colour/fragrance/style/size not as shown in brochure
- 64 Quality/value for money is disappointing
- 65 Did not like the product for some other reason
- product/charged wrong price
- 67 Arrived too late
- 68 Part of set not available
- More than one size/colour ordered; one kept 69 Alternative product received, not wanted

Search results for Product Description:anew

Camp. no.	Product number	Return qty.	Avail. qty.	Invoice qty.	Reason code	Description	Cust. price each	Your price each
11	12260	0	1	2	- ▼	Anew Youth-Awakening Lipstick Plumberry	£6.00	£4.50
9	72611	0	1	1	- 🔻	Anew Smoothing Eyeliner Black	£8.50	£6.375
8	34975	0	1	1	▼	Anew Age-Transforming Concealer SPF15 Natural Fair	£5.00	£3.75
13	09506	0	1	1	▼	Anew Clinical Eye Lift	£14.00	£10.50
13	09357	0	1	1	- ▼	Anew Rejuvenate Day Revitalising Cream SPF25 50ml	£11.00	£8.25
10	31419	0	1	1	- ▼	Anew Beauty Eye-Lifting Serum Eyeshadow Golden	£4.25	£3.187
14	19349	0	2	2	- ▼	ANEW Clinical Luminosity Pro Brightening Serum 30ml	£17.00	£12.75
14	14563	0	1	1	- 🔻	Anew Clinical Laser For Legs	£5.00	£3.75
	50005	-				Anew Reversalist Dav Renewal Cream	00.00	20.00

BACK UPDATE ADD REPLACEMENTS GO TO NEXT STEP

Find your item (choose the best price) and chose the reason code and the quantity of the product your returning

### **Click UPDATE & GO TO NEXT STEP**

# Review credits and replacements

Clicking submit below will only send your credits and replacements to Avon it will not send any items you have ordered. To remove an item, click the Delete box and click Update at the bottom of the screen

Camp.	Product no.	Qty.	Avail Qty	Invc Qty	Reason Code	Description	Cust. price each	Your credit	Delete
11	12260	1	0	2	55	Anew Youth-Awakening Lipstick Plumberry	£6.00	£4.50	

Total Credits £4.50

ADD CREDITS ADD REPLACEMENTS UPDATE SUBMIT

Here is what you will see. Click Submit

## Now print of the returns form...Pop one in the box and you keep one for the driver to sign. Tape up your box and pop a returns label on it too. (Free sheet of 3 labels are in your Avon paper work)

Avon has received your Credits and Replacement order on 27/9/2010. Confirmation number: 17330465

You have 36 days to return these products, which should be no later than 02/11/2010

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

Previous balance: £225.65 Total value of credits: £4.50

Print Print the Credits and Replacement request

returns form to complete, print and include in 🖺 <u>Returns form</u>

your returns parcel

Order History track my orders

🙉 Contact Us

send an e-mail to Avon

Home browse the site

To avoid delays to your order, if you have not yet done so, you must now pay for your last order.

If you have any concerns regarding your payment please contact the Customer Service Centre immediately.

Thank you