

# How to Return Avon Products

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AVON  
the company for women

Enter Keyword or Item#

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Click My Orders Tab

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## My Orders

- Place an Order
- Order tracking

## Order & Delivery Dates

- Your order & delivery dates

## Replacements & Credits

- Replacements
- Credits

[Click Credits](#)

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	
14	08/09/2010	689084	<a href="#">Search</a>
13	18/08/2010	471862	<a href="#">Search</a>
12	28/07/2010	184536	<a href="#">Search</a>

[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.

Campaign:

Product number

OR

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	62 Damaged/faulty product/packaging
51 Product damaged by leakage of another product	63 Colour/fragrance/style/size not as shown in brochure
52 Unable to deliver/collect money	64 Quality/value for money is disappointing
53 Surplus stock, could not sell	65 Did not like the product for some other reason
54 Ordered and charged, but missing from box	66 Offer misunderstood/ordered wrong product/charged wrong price
55 Not ordered, but supplied and charged	67 Arrived too late
56 Not ordered, not supplied, but charged	68 Part of set not available
60 More than one size/colour ordered; one kept	69 Alternative product received, not wanted
61 Wrong size	

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	<input type="text" value="0"/>	1	2	--	Anew Youth-Awakening Lipstick Plumberry	£6.00	£4.50
9	72611	<input type="text" value="0"/>	1	1	--	Anew Smoothing Eyeliner Black	£8.50	£6.375
8	34975	<input type="text" value="0"/>	1	1	--	Anew Age-Transforming Concealer SPF15 Natural Fair	£5.00	£3.75
13	09506	<input type="text" value="0"/>	1	1	--	Anew Clinical Eye Lift	£14.00	£10.50
13	09357	<input type="text" value="0"/>	1	1	--	Anew Rejuvenate Day Revitalising Cream SPF25 50ml	£11.00	£8.25
10	31419	<input type="text" value="0"/>	1	1	--	Anew Beauty Eye-Lifting Serum Eyeshadow Golden	£4.25	£3.187
14	19349	<input type="text" value="0"/>	2	2	--	ANEW Clinical Luminosity Pro Brightening Serum 30ml	£17.00	£12.75
14	14563	<input type="text" value="0"/>	1	1	--	Anew Clinical Laser For Legs	£5.00	£3.75
..	.....	<input type="text" value="0"/>	..	..	--	Anew Reversalist Day Renewal Cream	£6.00	£4.50

[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

### Credits

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. no.	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	<input type="checkbox"/>

Total Credits £4.50

Other Actions:

[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

#### Next Steps:

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

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*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*

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