

Your Avon delivery



Deliveries may not be the most exciting topic in the world but we want to make sure you understand how they work so here's our guide to Avon deliveries.

1. Your delivery date

The person who appointed you will have told you when to place your order and when your delivery will be due. If you are not sure, please refer to page 23 of your joining guide. Alternatively, you can look online under 'My Orders' then 'Your order and delivery dates' on the Avon Representative website, or you will find your scheduled delivery days on your invoice.

Avon operates a 15 day delivery cycle most campaigns (the campaigns around Christmas and New Year operate on a 10 day cycle), which means that you have scheduled days for delivery, assuming you have made your order on time. You should note that if you do not place your order by your order due date, this will impact the date of your delivery and you will not receive your order on your assigned delivery date.

We are unable to change the delivery date of your order as the carrier has a planned route for your area, which allows them to deliver the maximum amount of orders per day. To alter this schedule would have a negative impact on other deliveries.

In addition to your main order each campaign, you have an option to place additional orders at a cost of £2.50. These orders are usually delivered 5-7 working days from receipt of order.

2. Your delivery time

Avon delivers from 7am to 8pm. Due to the volume of orders we have, we are unable to confirm delivery times so it is always worth specifying a safe location in case the delivery driver calls when you are out. You will find normally that a reasonably regular delivery time for your order is established, subject of course to traffic and the volume of orders.

3. Your delivery units

Depending on the products you have ordered, your delivery could consist of a number of 'delivery units' – these being a combination of boxes, items packaged separately (for example, a handbag) and separately packaged brochures (this applies when you have ordered more than 20 brochures at a time). If you place your order online, you will be able to see how many delivery units you will be receiving.

4. Your delivery slip

When the driver comes, he will ask you to sign a delivery slip to confirm that you have received your delivery. You'll see an example of one below which will help you.

The number of additional items received. This could be more boxes, individual items or a mixture of both.

Additional items you will receive

Number of Avon branded boxes

no. of batches C11 brochures

On Time
6 - 24- 25.0

AVON
The company for women

Miss Amy Brown BSN : 064060
1 Acorn Way Campaign : 9 - 17
England City : 6
United Kingdom Area : 123 26/05
DK42 4BG Account : 12345-678
Safe Loc :

Boxes: 9 + 16 Kilos: 155.6

Post: / / Date: / /

Sign:

Agent Neighbour Safe Next Rep Inc. Address
 Refused Empty Hse Unable Inc. Order Retn Collected

1 * Lavender Dog 1 * Tummy Toner
2 * Bathroom Tidy
2 * Coin Counter
-10* Camp 11 Brochure

5. Your safe location

During your appointment, you will be asked for a safe location for your orders if you are not at home to accept your delivery. The safe location you pick should be somewhere that is:

- Out of sight
- Sheltered / under cover
- Accessible to the driver

Some examples include:

- Shed
- Garage
- Greenhouse
- Porch
- Neighbours (i.e. No. 3)

Please note that Avon cannot be held responsible for items that go missing from your nominated safe location.

If you decide to change your safe location, you need to inform us either by updating this information online or by contacting us by phone – telling the driver will not get our records updated. To update these details online select 'My details' at the top of the screen, then in the personal information tab, next to the safe location information, click on the button that states request change from Avon. Type in the information you know want to be used and send request to Avon. Please bear in mind that any updates need to be communicated to us at least 48 hours ahead of your delivery date, in order for our systems to update in time.

6. Temporary delivery address

A temporary delivery address can be used for a delivery, however please remember that this will only apply for the order being submitted. You can advise a temporary delivery address online by selecting 'Change delivery address' on the 'Complete your order' page, adding the details of the temporary delivery address and using the 'Select Address' button. Please bear in mind that any updates need to be communicated to us at least 48 hours ahead of your delivery date, in order for our systems to update in time.

A temporary delivery address must be within your local area/postcode otherwise it could affect your delivery date. Even though the new address may be covered by the same carrier, they may not be scheduled to make deliveries in this area on your delivery date. Because of this, the delivery may be 48 hours later than expected.