

## How to contact Avon

If you have any questions about the Avon website and how to use it, please refer to the online Help feature, which has lots of information. You can find the 'Help' feature in the top right once you log in through the Representative website [www.avon.uk.com](http://www.avon.uk.com).

If you have general queries you may find the answer in the Contact Us section. You can find this by clicking on the Contact Us link at the bottom right of the screen once you log in through the Representative website [www.avon.uk.com](http://www.avon.uk.com).

Alternatively, if these sources do not give you the answer to your query, you can reach us using the following channels:



## Email & Fast-trak

Please email us through the 'Contact Us' part of the website and our agents will respond to your query. For Fast-trak please call **0845 345 8444**. Fast-trak allows Representatives to manage their business at the touch of a button.



### Fast-trak Main Menu Options

#### Press 1 – To place an order

- Press 1 to add to your main order
- Press 2 to place an additional order
- Press 3 to place your main order

#### Press 2 – To make a payment

- Press 1 – to make a debit card payment

#### Press 3 – For account and balance information

- Press 1 – To listen to recent transactions
- Press 2 – To order a statement
- Press 3 – To change the recording of your Personal greeting

#### Press 4 – For order tracking and delivery information (only available if your order was placed on time)

- Press 1 – To track your order
- Press 2 – For a delivery update

#### Press 5 – To request an exchange or credit

- Press 1 – To request an exchange
- Press 2 – To request credit

#### Press 0 – To speak to an agent for any other queries