

The Avon Service Promise

Service promise

In the event that we are unable to supply a product on time, we will send it automatically, normally with the next order you place after new stock has been delivered; or an alternative product of equivalent or greater value may be offered as a substitute.

When an item is temporarily out of stock

In this situation the invoice will show the product in the section headed 'Items Unavailable'. It will state – 'Sorry – temporarily out of stock. Will deliver when available – there is no need to reorder.

When we do supply and invoice it, it will appear in the section items ordered from Campaign xx and charged at the original price.

How to explain out of stock products to your customer

We do our best to anticipate the demand for every product in the brochure, but on occasion we underestimate the popularity of a product, or we may have a manufacturing problem, or be let down by a supplier.



In the event of a large scale or prolonged supply issue we will provide you with additional information on the website or on your invoice as we appreciate that customers are disappointed by product supply failures and you are also impacted.

If you are not seeing the customer face to face you may want to use the customer supply slips we provide – these are on the bottom of the returns labels sheet at the back of your first invoice and any other when your order includes credits to your account. Just follow the instructions on the side of the sheet.

If you see the customer you may want to apologise to her – you can explain that Avon have been unable to supply on this occasion, but that the product should be available with the next order. If she decides she no longer wants it and you doubt that you will be able to sell it to another customer, let us know before your next order is submitted and the agent can prevent it being sent out to you, only for you to have to return it. If the customer is happy to wait, thank her for her understanding. You may want to offer her a free sample or a small discount to encourage future business.

When an alternative product is supplied

This situation is shown in the section of the invoice headed 'Products not available but an alternative sent'. The original item you ordered is listed first with the substituted product sent, listed below. You will be charged the original price of the item you ordered.

Why substitutions are good for you

We supply alternative products so that you are less likely to miss out on sales. Giving your customer the option to take a similar item means you don't have to disappoint her and shows that you are trying your best to fulfil their order. If your customer accepts the substitution you will still get your discount. If they don't want it, you can sell it on to another customer and still get your discount. Substitution products are normally newer as they are selected from our current range and will always be of equal or greater value. This means that if your customer likes their substituted product, they may continue to buy into the range, boosting your sales.

If the product we have substituted is not acceptable to your customer you should claim credit for the item using the details of the original item you ordered and using returns reason code 69 'Alternative product received – not wanted' which will prompt us to look for a different product in the box when you return the product.

When products are no longer available

Only clearance offers are planned on a 'while stocks last' basis. This, and any other variance to our

service promise, such as a 6 week delivery clause, is indicated on the offer to which it applies.

When stock is completely exhausted the item will be shown in your invoice in the section 'Items Unavailable' stating 'Sorry no longer available – please do not re-order'.

Last chance to buy

Items marked 'last chance to buy' are not intended to be offered for sale again in the brochure. However on some occasions we are left with excess stock which may be included in our Sale sections or flyers and sold until stocks are exhausted.

Stock availability indicator

If you place your order on line, just prior to the scheduled submission date, you will get an indication of any anticipated supply problems from our Stock Availability Indicator on the 'View my order' page.

Place an order My orders My account News Training Opportunities

Campaign: 9
Order type: Regular

National206 A Mplan
today is Tue, May 19, 2009
00000206 Summary
Items Units
5 10
CAMPAIGN
10
14 days left

order products online offers samples, sales aids & stationery view my order

Preview order

Below is a summary of your order. Where you see an availability indicator this is the projected stock situation when your order is scheduled for processing.

- ✓ - no problems anticipated
- - supply at risk, may be supplied late or an alternative provided
- ✗ - no stock available, no further deliveries expected

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Brochures

Camp. no.	Product number	Qty.	Description	Delete
9	82511	5	Packs of 5 C11 Brochures	<input type="checkbox"/>
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Brochure Products

Camp. no.	Product number	Qty.	Description	Delete	Stock availability
9	19299	1	Clearskin Concealing Blemish Stick	<input type="checkbox"/>	✓
9	04853	1	Skin So Soft Foaming Oil Body Wash Soft & Sensual 250ml	<input type="checkbox"/>	✓
9	22095	5	Senses Lagoon Shower Gel 500ml	<input type="checkbox"/>	✓
9	34769	1	Annalee Necklace	<input type="checkbox"/>	✓

BACK TO THE PREVIOUS PAGE UPDATE ORDER GO TO NEXT STEP VIEW SUBTOTAL