



YOUR QUESTIONS ANSWERED

Our thoughts go out to everyone who is affected by the current Coronavirus situation, and at Avon, the health and well-being of our customers, our reps, our employees, and our communities comes first.

We understand the concern and uncertainty you may be experiencing. Avon is proud to have offered a flexible earning opportunity to millions of people for over 130 years – through times of crisis and international disasters. As the current situation unfolds, we are reviewing our ways of working to ensure that we can support our business and our representatives in the best way possible in this uncertain time.

We want you to reassure you that we are still open for business. We have plenty of tools that you can use to keep your business operating - don't forget that you can let your customers know that they can order from your online store too – if you haven't set one up yet, watch our how to guide [here](#). Or, why not send them the [latest digital brochure](#)? This way, you can carry on with your business and your customers can still get the products that they need delivered straight to their front door. You can get more top tips on how to use the digital brochure on the [Learning Hub](#) – just search for Avon Instant Brochure.

We understand you may have some questions, which we've tried to answer below. This document will be updated on a daily basis with any changes highlighted in yellow.

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GENERAL QUESTIONS

We are in unprecedented times and are trying to provide the best advice possible following government announcements.

Last week we recommended that Representatives no longer hand deliver paper brochures and to use the alternative online version. The online version can be created and then shared by individuals working from home, in isolation. We know that in the past week a huge number of our Representatives have started using our online tools. Whilst we know that this is not to everyone's preference, our recommendation is that this is the way that we should work for the foreseeable future and until we receive further government advice.

Regarding products, at the time of the government announcement we knew that many Representatives still had lots of products at home awaiting their delivery to customers. Our advice was if you are comfortable to, you can still deliver these products, as long as you respect the social distancing guidelines – maybe as part of your daily exercise. However, as new Avon orders are being made, we recommend that these are now done online with delivery directly to the customer. We have provided a 'how to' guide [here](#).

We are all hearing government advice at the same time, and we will amend our advice as new announcements are made. Ultimately, given that Representatives are self-employed, ours can only be advice and you must do whatever makes you feel most comfortable.

Q: What precautionary measures is AVON taking?

We are following all government advice, working from home where we can. We have increased our cleaning regimes and the health and safety of all our people comes first. However, we are still very much open for business. Our Corby site remains fully operational and we are taking orders and delivering them to our reps and customers.

Q: Why is Avon still open?

As with many other organisations across the UK, Avon is migrating its Rep and direct business to online. The government has been clear that retailers can continue to trade online.

Many Representatives, who are also self-employed, rely on Avon as a source to earn, and we are proud that we are able to continue to support their business.

Avon's brilliant staff are all committed to providing communities across the UK with much needed toiletries and wellbeing items. In response to the urgent need for more hand gels and hand soaps, Avon is fast tracking production and supply for people across the UK including the NHS and charity organisations.

The health and safety of Avon's people is our priority. We are following strict social distancing and cleaning guidelines from the UK government and the WHO to keep our teams safe.

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Q: I don't feel comfortable running my business at the moment.

We understand the concern and uncertainty you may be experiencing. Avon is proud to have offered a flexible earning opportunity to millions of people for over 130 years – through times of crisis and international disasters. As the current situation unfolds, we are reviewing our ways of working to ensure that we can support our business and our representatives in the best way possible in this uncertain time.

We want you to reassure you that we are still open for business. We have plenty of tools that you can use to keep your business operating - don't forget that you can let your customers know that they can order from your online store too – if you haven't set one up yet, watch our how to guide [here](#). Or, why not send them the [latest digital brochure](#)? This way, you can carry on with your business and your customers can still get the products that they need delivered straight to their front door. You can get more top tips on how to use the digital brochure on the [Learning Hub](#) – just search for Avon Instant Brochure.

If you do decide to close your account temporarily, you don't need to do anything, your account will go inactive and if you wish to re-start your business you can do so within 17 campaigns for free.

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SALES SERVICE CENTRE

Coronavirus is impacting countries worldwide. India is currently in lockdown meaning our Sales Service Centre team in Mumbai will struggle to take your calls.

So, for the foreseeable future, we'll be taking all of your calls in the UK between **8am-5:30pm Monday – Friday**. The team are dealing with a much higher number of calls than normal and we ask for your help and support during this unprecedented time.

- Please **only contact the team if your query is urgent**
- Self-serve where you can via the Rep website, Avon ON or Fast-Trak
- Please can you refer to this Q&A if you have any questions about the current coronavirus situation (updated daily)

RETURNS

Q: Has there been a change to the returns process in light of the current situation?

*As of Thursday 26th March, you will now have **90 days** to return the items from the date you raise a credit claim; instead of 36 days. This will be reflected on your invoices from Thursday 26th March.*

There is currently no change to the returns process, you can still return items via the carrier at the point of delivery or take your returns parcel to the Post Office. The items need to be received by Avon 90 days after you have claimed credit to avoid any recharges.

If you are unable to come to the door or you are self-isolating, you could leave your returns parcel in your safe location or ask a friend or family member to return it to your local Post Office on your behalf.

Q: Now the government have advised to avoid all non-essential travel and contact, do I still need to return items within 36 days of raising a credit claim?

*As of Thursday 26th March, you will now have **90 days** to return the items from the date you raise a credit claim; instead of 36 days. This will be reflected on your invoices from Thursday 26th March.*

Q: I raised a claim before Thursday 26th March, will I still have to return the products within 36 days?

No. The team are rapidly working behind the scenes to make the adjustments needed to our systems. We're continuing to work on solutions and will update you in the upcoming days.

A: How long will the 90-day window be available for?

*Currently the 90-day window will be available up until **Campaign 10**. However, we are closely following the government guidelines and will adjust our time frames accordingly.*

Q: It still states the products have to be returned to Avon within 36 days on the website, invoices and training materials. Is this going to be updated?

No. The team have implemented this change extremely quickly. Due to this, we are not able to make changes to every place where 36 days is referenced. We ask you to please work with us on this, ignore any other references for now and go by the date that appears next to the product name on the last page of your invoice as pictured below;

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Remember

- Do not overload the returns parcel. For Health and Safety reasons 4Kgs/8lbs is the maximum recommended weight.
- The amount credited to your account is the price you paid for the product, not the brochure price.
- As soon as you have claimed credit or requested a replacement, you should return the products to us as soon as possible, ideally when the delivery driver next calls.
- If the products are not returned to us within 36 days of the credit request, we will recharge the value of these products to your account.

Campaign	Type of Return	Quantity	Product name	Brochure Price	Amount Credited	Date of Recharge
10	Credit	1	Shine Burst Gloss Stick Raspberry Glaze	£3.15	£3.15	22 Jul
10	Credit	1	Perfectly Matte Lipstick Ideal Lilac	£5.50	£5.50	22 Jul
10	Credit	1	Jet Set Weekender	£9.00	£9.00	22 Jul

Q: Will Avon be extending the time limit I can see my invoices to reflect the new 90-day window?

No, you will only be able to see 45 days' worth of invoice history.

DELIVERIES

Q: What Rep delivery options are available?

Parcelforce continue to offer all delivery options – standard, express (zone 1 only), choose your day and Saturday. Post Office delivery and returns drop off are also available. There will be changes to deliveries over the Easter bank holiday, look out for updates on Facebook.

Q: Are there any delivery delays?

Parcelforce will still be sending you a text with your delivery day and expected one hour timeslot. Like many businesses, they are experiencing employee absences but are still aiming to deliver within that one hour timeslot. Please bear with them if there is a delay on your delivery day.

Q: Why are we still using Hermes to deliver online orders?

We have a contract with Hermes to deliver orders placed via our website and there are currently no plans to change this. Our contract with Parcelforce is for deliveries made via the Representative website (Gi3).

Q: Why are online orders (delivered by Hermes) so delayed?

We are currently experiencing some delivery delays with orders made via our online store. We are working hard to get your products to you as quickly as possible, but given the current situation, it might take slightly longer than usual.

Q: Will I be able to book a return with Parcelforce if I am not getting a delivery?

Returns should be left in your safe location, given to a driver, or taken to the Post Office.

Please consider whether your return can wait until the next delivery is made or whether someone could take it to the Post Office on your behalf. In light of the current situation, we've extended our returns guarantee meaning you now have 90 days to return any unwanted products.

In special circumstances, the Sales Service Centre can arrange for a return to be picked up when you're not receiving a delivery. The team are currently experiencing a high volume of contact so we ask that you email uk.contact@avon.com instead of calling.

Q: Can I still use Post Offices for delivery and returns?

Yes. Most Post Offices are open and can be used for delivery and returns, However, some may have reduced opening hours or may close due to staff availability. Please check the [branch finder](#) tool on the Post Office website for the latest information. This is updated daily. www.postoffice.co.uk/branch-finder

Q: How can I arrange returns if I'm self-isolating?

If you are unable to come to the door or you are self-isolating, you could leave your returns parcel in your safe location or you could ask a friend or family member to return it to your local Post Office on your behalf.

Please consider whether your return can wait until the next delivery is made or whether someone could take it to the Post Office on your behalf. In light of the current situation, we've extended our returns guarantee meaning you now have 90 days to return any unwanted products.

Q: Can I take my order from the delivery driver / How are we ensuring our delivery partners are taking precaution against coronavirus?

Our delivery drivers have made a change at the doorstep. In order to protect both you and your driver, Parcelforce will no longer be passing over hand-held devices to capture electronic signatures. Drivers will instead log the name of the person accepting the item.

If you are unable to come to the door or you are self-isolating, your driver will post a customer contact card in the normal way, advising of other ways you can arrange to get your item. For example, by getting a friend or family member to collect the parcel on your behalf.

Q. I have heard a rumour that Parcelforce are going to lock-down, is this true?

Avon and Parcelforce are still open for business!

We want to assure you that Parcelforce deliveries are continuing as normal – this is in line with government advice that online orders and deliveries can continue.

Parcelforce will aim to meet these but, like many companies, given the current circumstances, there will be some unavoidable disruptions to service.

From Thursday 26th March, they have made some changes to their services:

- *Every effort will be made to deliver any items sent on express9, express10 or expressAM services during the morning;*
- *All scheduled or adhoc collections will take place at any time after 12pm each working day*
- *Parcelforce will no longer be passing over hand-held devices to capture electronic signatures. Drivers will instead log the name of the person accepting the item.*

The team will be reviewing the situation daily, providing updates where needed, to keep you fully informed.

Q: I already have an order coming and I'm now self-isolating, shall I cancel my order?

You will still be able to receive your order as our delivery providers have amended their approach and added in distance at the doorstep.

If you feel comfortable, ask your customers to collect from your doorstep adopting the same approach as our delivery services provide. Or, you could encourage your customers to order via the online store where Avon will deliver directly to their door (and if it's ordered through your store, you'll still earn your commission).

Q: How will I be able to get my order to my customers now the UK is on lockdown?

We are recommending that for your own safety you no longer deliver brochures in person. We are encouraging every representative to open an online store and to share the digital brochure as far and wide as possible to keep their business open.

For existing orders and product deliveries, we are asking our representatives to fully respect social distancing in the same way as delivery drivers up and down the country are being asked to do. This means keeping at least two metres away from other people and not entering customers' homes. The picture attached provides some advice on how you could do this as an Avon Representative. If you feel uncomfortable doing this, don't forget that ordering via My Avon Store offers directly delivery to customers' front doors.



Q: Can I handle products if I'm self-isolating?

Yes. We're encouraging everyone to follow the government and the World Health Organisations' advice to wash hands regularly.

Public Health England (PHE) has advised that people receiving parcels are not at risk of contracting the coronavirus (COVID-19). From experience with other coronaviruses, we know that these types of viruses don't survive long on objects, such as letters or parcels. This complements the highly publicised guidance from PHE for people to wash their hands more often than usual using soap and hot water.

ORDERS

Q: Is there anyone in Corby to receive and submit paper orders?

You can still send your paper orders in as normal to be processed, we will let you know if this changes. However, if you feel comfortable, there are other ways you can place your order via the Rep Website or the Avon ON app – your BDM or Sales Leader may be able to help with this. You can call the Sales Service Centre team who can place an order on your behalf but please be mindful that the team are currently experiencing a very high volume of contact and need to answer the most urgent enquiries.

Q: Can I place customer orders on their behalf via my Online Store so they receive direct delivery?

Yes! Ask your customer to send you payment, including any delivery charges (see our payment suggestions below). You can then place the order yourself in your Avon store, but change the delivery address so the order goes direct to your customer. This video gives you a step-by-step guide to doing this <https://youtu.be/5Jb-begjB5g>.

PRODUCT AVAILABILITY/QUERIES

Q: Are we still importing products from China & Poland / Do we expect product shortfall due to this issue?

We import products from China and Poland. For China, all suppliers are operating as normal and although we did experience some delays earlier in the year when the impact of the virus was significant in China; we are not seeing significant delays. For Poland we are carefully monitoring the situation and we are ensuring we have a buffer of stock in the UK.

As with all suppliers, we're seeing extremely high demand for some items, like hand wash and hand cream. As high demand continues, we would ask that you are responsible shoppers – let's make sure that everyone can get hold of the products that they need, so please don't stockpile those 'in demand' items at the expense of others in our community.

You can check product availability at any time on the Rep website (avon.uk.com/product supply), and we are working hard to increase our stock levels of key items.

Q: Are we limiting the amount of hand washes that Reps/Sales Leaders can purchase?

We want to ensure as many people as possible can access 'in demand' items such as handwash. We have reviewed the current limit and have decided we will be restricting the numbers of bottles of handwash that people can buy to 25 bottles of each product type, per rep, per campaign. Customers who order via your online store will be limited to 3 handwashes per order.

Q: Do we intend to add hand sanitizers in our product range?

Product production efforts are now focused on delivering more hand soaps and hand gels and ensuring front line services have the products they need. 600k hand gels will be available from April and will support the NHS, Refuge and our Representatives.

Q: Can we pre-order the hand gel?

No – We'll let you know as soon as it becomes available for Reps and customers to order.

Q: Are we limiting the amount of hand gels that Reps/Sales Leader can purchase?

We are constantly reviewing the limit of 'in demand' items as we want to ensure as many people as possible can access these items. We'll be sure to let you know of any restrictions when the hand gel is available to order.

Q: When will more information be available on the Hand gel for me to promote to my customers?

We can see that a number of people have tried to order our new anti-bacterial products today, and the product codes have been shared widely on social media.

Currently, we do not have any stock of our new anti-bacterial hand gel. The product codes have been pre-loaded into our computer system in readiness for their arrival, but the products themselves are not available. The price of the 250ml bottle that has been loaded is not correct either. We have disabled the codes for now so that this product cannot be ordered until it is in stock.

Please can you help by not sharing unofficial social media posts and product codes until we confirm product availability.

We know that this is a very important product for people right now and we're really sorry for any inconvenience caused. We will email all of those people who have tried to order today and let them know that anti-bacterial gel is currently unavailable, they will not receive the products in their current order. They will be credited for anything ordered today and they will need to re-order products when they are available.

As soon as these products are available and in stock we will let everyone know by issuing communications through our formal channels.

Q: A free hand gel has been included on my invoice, but it hasn't arrived. Why?

We're working hard to get our new anti-bac hand gel on sale as soon as possible and we'll be sending you one for free to keep you and your families safe. If you've already placed a Campaign 7 order you may have seen a free hand gel listed on your invoice but unfortunately it's not available at the moment. We will let you know as soon as it's available so you know when to expect it

Q: When will handwash be back in stock?

We are receiving a regular deliveries of hand wash. As you will understand, they are popular products so they are selling quickly, and some fragrances are selling quicker than others. Please be sure to check online daily to see what's available, and you can check the product availability webpage here avon.uk.com/productsupply for further information too.

Please note: if the fragrance you/your customer has chosen is out of stock, we may substitute it for a different one to avoid disappointment.

Q: Why has the 3 for £3 hand cream offer been removed from the Instant Brochure/online?

We are changing our offers regularly during this time, and we are trying to ensure that as many people as possible can access our 'in demand' items.

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Q: Are the handwashes antibacterial?

Our handwashes aren't antibacterial but when used correctly they can protect against infection. To protect yourself:

- *Clean your hands regularly*
- *Wash your hands with soap and water, and dry them thoroughly*

You'll find more info on how to clean your hands correctly [here](#).

Q: Can the scented spritz be used as a hand sanitizer?

Our scented spritz are for using around your home and clothing – we would not recommend using this as a hand sanitizer.

!

PAYMENT QUERIES

Q: How will I collect payment from my customers who are self-isolating/if I have the need to self-isolate?

There are many online/contactless payment options that you could adopt with your customers, such as bank transfer, contactless card payment machines, [PayPal](#) or [Paym](#).

Q: I'm not comfortable handling money at the moment, what other options are there to collect money from customers?

There are many online/contactless payment options that you could adopt with your customers, such as bank transfer, contactless card payment machines, [PayPal](#) or [Paym](#).

Q: My current order is being held. If I pay my bill can my order be cancelled and not released?

Yes, once you have paid your outstanding bill you will need to call our order management team on 0333 234 5555 to arrange for your order to be cancelled.

Q: Are we making any special payment arrangements/extending payment terms for those self-isolating and unable to deliver their orders/collect payment?

We are aware that during the current coronavirus situation, some of you may be unable to deliver customer orders and collect payment, either due to you, or your customers needing to self-isolate. We know that some of you are worried about this and so we wanted to let you know that we're putting some immediate changes in place.

We have made the decision that no new late payment charges will be applied as of 19 March 2020 for a period of three weeks.

You will still receive emails, SMS and calls about any overdue invoices where you'll be able to discuss your personal circumstances with our Advisors. We will put your account on hold in the arrears process for two weeks. As is currently the case, you won't be able to place any further orders until you have cleared your overdue invoices.

BROCHURES

Q: Can I request a refund for the brochures I've ordered?

Following the guidance that we issued yesterday recommending that Representatives do not issue paper brochures during the lockdown period, buying paper brochures will not be possible for the foreseeable future. All Representatives will be gifted a brochure for free in their future orders to flick through for personal use, together with a copy of First Look. We will also put a free copy in all MAS orders. If you would like to share your brochure far and wide, please use the digital brochure.

As soon as the lockdown is lifted, we will immediately resume our printed brochure service.

For any brochures that you have bought for future campaigns that you have not, and will not be able to use because of the lockdown, we will be offering 'brochure matching' once we restart printing.

What that means is that if you bought 10 brochures for campaign 8 that you didn't use for example, we'll provide you with 10 free brochures within the first two campaigns of us restarting brochure printing.

Q: Can I still order brochures?

Following the guidance that we issued yesterday recommending that Representatives do not issue paper brochures during the lockdown period, buying paper brochures will not be possible for the foreseeable future. All Representatives will be gifted a brochure for free in their future orders to flick through for personal use, together with a copy of First Look. We will also put a free copy in all MAS orders. If you would like to share your brochure far and wide, please use the digital brochure.

As soon as the lockdown is lifted, we will immediately resume our printed brochure service.

REP/SALES LEADER BUSINESS

Q: Will we have any changes to the Rep incentive targets / discount model?

In these unpredictable times our Avon family is pulling together more than ever to ensure that you are all supported, and Avon remains open for business.

We're taking every day as it comes, taking a campaign by campaign approach to activities that we hope will support you.

During Campaign 7 we are:

- *Removing Sales Leader appointment fees*
- *Removing late payment fees*
- *We've lowered the minimum order value so that you can earn from £1*
- *We have a NEW Instant Brochure featuring everything you need to make staying at home that little bit easier, with **new offers added every Monday***
- *NEW Reps can join for FREE*
- *We've trained BDMs so they can support you with using our digital tools.*

As the situation unfolds, we are reviewing our ways of working to ensure that we can support our business and our representatives in the best way possible. We will be sure to communicate with you on any further decisions that we make.

Q: How do we plan to ensure business continuity for the Representative / Will I be compensated for any loss in earnings?

We're taking every day as it comes, taking a campaign by campaign approach to activities that we hope will support you.

During Campaign 7 we are:

- *Removing Sales Leader appointment fees*
- *Removing late payment fees*
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Q: Do we continue with Face to face meetings of BDM, SL's & Reps for mentoring?

We are advising people to follow the government advice to work from home where they can and hold virtual meetings and events. Your BDMs are amending their working processes and they will contact you to agree new ways of working with them.

Q: To continue to appoint during self-isolation, is it possible to relax the photo ID rule on online signups to allow us to check two forms of paper ID on our video calls?

As the situation unfolds, we are reviewing our ways of working to ensure that we can support our business and our representatives in the best way possible. We will be sure to communicate with you on any further decisions that we make.

Q: Is PSQ (Personal Sales Qualifier) being reduced?

YES – we have made the decision to reduce the minimum order value, so all Reps and Sales Leaders will now earn commission from £1 of sales.

Q: Will commission be paid on all orders of G1-3 now?

Yes

Q: Are there reductions for EQS (Executive Qualifying Sales) as well as group sales?

There are only reductions to the Group Sales requirement at this stage; the threshold for Sales Leaders to earn commission from their team's sales has been reduce to 30%

Q: Are the recruitment bonus' staying at orders placed above HOV?

Currently this is still the case, however, please be assured that we are continually reviewing how we can support you and your business.

Q: Do you have any plans to reduce MOV to encourage Reps to carry on?

We have reduced MOV to £1 in Campaign 7 and will continue to review this on a campaign by campaign basis through the coronavirus crisis.

Q: How do I set up my Avon store?

It's really easy to set up a store – this video takes you through it step by step:
<https://youtu.be/nQ2CG-V51Y0>

Q: How do I promote my Avon store?

There are lots of ways to do this, including sharing a link with your customers and using social media to promote your business. We've together all out training and tips about building your digital business on the Learning Hub – look for the Build A Social Business section.

Q: What should I do if a customer can't use my store?

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If a customer can't use your online store, you can place an online order on their behalf and the delivery will then go directly to them. Here's an overview of how it works:

https://youtu.be/4IM_fMaLHH8

Q: How are discount rules applied?

Discount is applied based on your cumulative sales across the previous campaign or what you've ordered in the current campaign – whichever is greater.

Ordinarily you receive 20% discount on campaign sales over £90 and 25% over £170. You wouldn't earn discount if campaign sales are under £90.

Q: How will I earn commission on orders placed via my online store?

We've currently reduced the MOV to £1, and we'll transfer any commission earned from online orders directly into your bank account on a weekly basis.*

**We'll send you an email when you have earned commission from orders placed online to ask you to send your bank details. If we receive your details by a Friday, your commission will be paid into your bank account the following Friday.*

Q: To continue to appoint during self-isolation, is it possible to relax the photo ID rule on online signups to allow us to check two forms of paper ID on our video calls?

Currently, if a new Rep doesn't have photo ID a Sales Leader will pop round to meet them and verify their identity before they can open a credit account. With lockdown in place we understand that this process is no longer viable, and we've therefore introduced a new temporary one. For the time being new Reps who don't have photo ID will need to provide:

- 2x copies of their proof of address*
- Send their ID digitally– this can be by email, as a photo within a phone message or an image sent via social media*

Q: Has the credit limit for new Reps been reduced?

As the current situation is still changing daily, we have made the decision to reduce the credit limit for new Reps. Every new Rep who joins Avon will be given a credit limit of £250 in their first three campaigns, increasing to £350 from their fourth campaign onwards.



STAY SAFE, WASH YOUR HANDS!

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