

My Account

How long do I have to return products?

You have 45 days from the date of invoice to apply for a credit, then you have 45 days to return any products to Avon. If we do not receive your products back within this timeframe, the products will be recharged to your account.

What is a recharge for non-returned products?

Recharges occur if we have not received your returns back within 45 days from the date you requested a credit.

Please note that it can take up to 5 days to update your account from when you receive our email advising that your returns have arrived back to Avon.

If you have sent the goods back within the 45 days, please [contact us](#), and let us know the last 4 digits of your returns barcode number.

What does 'products re-credited' mean?

A re-credit will show on your invoice if we receive goods back that you have been recharge for.

Where can I see my discount for my own orders?

You can view your discount on your invoice online in the order tracking section of your website [here](#), this information can also be found on your paper invoice sent within your order.

How do I work out my discount?

Your discount is based on your Avon Rewards level and is fixed over a quarter.

How it works:

- We will add up your sales over a quarter
- Based on those quarterly sales, we will give you a Rewards level for the next quarter
- You'll then receive all the benefits for that Rewards level in the next quarter, including a fixed discount which will apply to all your sales during those three next months.
- Our quarters will be spring (January, February, March), summer (April, May, June), autumn (July, August, September) and winter (October, November, December).

These are the discounts at each Avon Rewards level:

- Quarterly sales between £1 and £249 – you'll be a Bronze Star and get 15% discount
- Quarterly sales between £250 and £549 – you'll be a Silver Star and get 20% discount
- Quarterly sales between £550 and £1,299 – you'll be a Gold Star and get 25% discount
- Quarterly sales between £1,300 - £3,499 – you'll be a Platinum Star and get 30% discount
- Quarterly sales over £3,500 – you'll be a VIP Star and get 32% discount

To keep it simple, your discount will apply on sales across all brochures (except First Look where it is 30% for all Reps).

Why is my order held?

Your order may be held due to an outstanding balance. You can check your balance on your Rep homepage in the top right hand corner [here](#), if you need to make a payment please do so online [here](#) or via fast trak on [0333 2345000](tel:0333 2345000) using option 2. If you do not have an outstanding balance, please call your order management team on [0333 2345555](tel:0333 2345555).

Please note that online and fast trak payments take up to an hour to reflect on your account and held orders are reviewed from 8am to midnight Sunday to Thursday and Friday 8am to 6pm. If making a payment via other methods these timings may vary.

My account is in credit, how do I withdraw the money?

If you don't want to offset your balance against future orders, please call or email the accounts department on [0333 2340111](tel:0333 2340111) or corby.accounts.clerks@avon.com and we will arrange a refund for the amount in the form of a bank transfer, which you'll receive within ten working days. We will need the following information to process the payment:

- Avon Account Number
- Full Name and Title
- Amount to refund
- Bank Name
- Bank Account Number
- Sort Code
- Third party Reference Number – (if a Building Society)

How can I receive my Direct Attached Customer Earnings?

Get your earnings from your online store straight to your bank account.

Opt in for direct delivery payments of £1 or more to be paid into your bank account your mobile phone; or choose to be paid by bank transfer. You can find more info on your options in our handy guide on Avon Connect. Remember, you can change your options at any time.

From 1 November we will be introducing a new section on the Profile / My Account page of Rep websites, which will allow bank details to be entered. You will need to complete the required sections to submit your bank details. You can also delete or amend your bank details via this new section.

Once you've earned commission from My Avon Store or the Digital Brochure, it creates a credit balance* on your Rep account. We'll pay the amount directly into your chosen bank account on a Friday – simple! You can view your account balance on the homepage of your Rep website.

*If you place any orders via your Rep website, online store earnings will be offset against these invoices, so you pay less.

When are Direct Attached Customer payments made?

These are paid weekly into your bank account on a Friday.

You will find the Payment Options within Manage My Store section.

Automated Payment Options

Your direct delivery business will show as credit on your account. Choose your preferred payment method from BACS or automated through your mobile phone number. [Learn more](#)

Payment Options

☒ Automated through mobile phone number (1 day)

Enter the mobile phone number linked to your bank account for automated payment

Cancel

Save

☐ Bank Transfer (3 to 5 days)

Avon will contact you to collect the relevant bank details.

What is a merchandise adjustment?

A merchandise adjustment will show on your invoice if we have had to manually apply a charge or refund to your account balance. Adjustments can be made for a number of reasons including but not limited to:

- Refunding delivery charges
- Correcting pricing issues / differences
- Correcting Direct Attached Customer (DAC) discount differences

How do I check my balance / statement?

You can use your website to check your account balance and view your statement online [here](#) or by calling fast trak on [0333 2345000](#) and selecting option 3.

How do I change / reset my password?

You can change your password by selecting the 'Account Information' tab in 'My Profile' on your website [here](#). Enter and confirm your new password, then click submit. Your password will be changed immediately.

If you are unable to login to your website and need to reset your password, please select the forgot password link on your login page [here](#).

Avon account login

Account Number	<input type="text"/>
Password	<input type="password"/>
Forgot password	<input type="button" value="LOG IN >"/>

How can I update my personal details?

You can update your personal details within the 'My Profile' section of your website [here](#), any changes to information in the box highlighted in blue will be updated immediately.

Changes to name, billing or delivery address (highlighted in red) will be updated within two working days.

Please submit your request once, the window will not close automatically. The message "Your request has been sent to Avon. Please note: This change will take up to 48hrs to reflect on website" will be displayed.

My Profile

Personal Information Account Information Preferences Support Information

Personal Information

Title

*First name: Trendsetter307 J

Middle name

*Last name: Mp

[REQUEST CHANGE FROM AVON](#)

Account Information

Preferred name: test

E-mail: test@AVON.COM

E-mail confirmation: test@AVON.COM

Daytime telephone: 123456789

Evening telephone: 123456789

Mobile phone: 123456789

[SUBMIT CHANGES](#)

Support Information

Billing Address: AVON SYSTEMS DEPT.

Address line 2: NO 1 BUILDING

Address line 3: NUNN MILLS ROAD

*Town/City: NORTHAMPTON

County

*Postcode: NN1 5PA

[REQUEST CHANGE FROM AVON](#)

Delivery Address: AVON SYSTEMS DEPT.

Address line 2: NO 1 BUILDING

Address line 3: NUNN MILLS ROAD

*Town/City: NORTHAMPTON

County

*Postcode: NN1 5PA

Safe Location: GATEHOUSE

[REQUEST CHANGE FROM AVON](#)

Your legal obligations, Avon agreement and terms and conditions are all available in the Important Stuff section of your website [here](#).

Where can I find my Avon agreement?

You can find your Avon agreement in the Important Stuff section of your website [here](#).

How do I close my Avon Account?

We're sorry to hear that you wish to close your account, please contact us if we can do anything to help.

If you still feel you would like to close your account, please ensure that your balance is clear and there are no outstanding returns. Once your account balance is clear and there is no further activity for three consecutive campaigns it will automatically be closed.

If you would like to reinstate your account, please contact us within 12 campaigns of your account being removed and it can be reopened.

If you have a Sales Leader please let them know that you're closing your account.

How do I give permission for someone to speak about/discuss my account on my behalf?

To ensure that we comply with Data Protection Regulations we need you to give us written or verbal permission for someone to manage your account on your behalf. This can be done via email or over the telephone through the contact us section. We will need the following details of the individual that you would like to authorise:

- Title and full name
- Date of birth
- Their relationship to you
- Email address

To keep our records updated with who you would like authorised to speak on your behalf please let us know every three years.

How do I manage my Cash Account?

All you need to do is place your [first order online](#), pay and then we'll deliver it.

Once you place and pay for six campaigns, with less than 25% returns, we'll review your account to see if we can offer you an account limit facility. An account limit facility means you won't need to pay for your orders before receiving them - you'll be able to receive your orders and then pay us 13 days after the date on your invoice. Don't worry though, if you'd prefer, you can continue as a Cash Rep for as long as you like.

If you have any questions, please get in touch with the team on [0333 234 5555](tel:03332345555) or email us at corby.order.management@avon.com.

What are my account limits and payment terms?

Your account limits and payment terms are dependent on your Avon Rewards level. These will change in Quarter 3 2022. Here's how your account limits and payment terms will change from Quarter 2 into Quarter 3:

YOUR ACCOUNT LIMITS & PAYMENT TERMS are changing in Quarter 3			
YOUR AVON REWARDS LEVEL	YOUR QUARTERLY SALES	YOUR ACCOUNT LIMIT	YOUR PAYMENT TERMS
A BRONZE STAR	UNDER £250	STAYS AT £350	STAYS AT 13 DAYS
A SILVER STAR	£250 - £549	CHANGES FROM £800 TO £550	STAYS AT 13 DAYS
A GOLD STAR	£550 - £1,299	CHANGES FROM £3,000 TO £1,300	CHANGES FROM 26 TO 30 DAYS
A PLATINUM STAR	£1,300 - £3,499	CHANGES FROM £5,000 TO £2,000	CHANGES FROM 90 TO 30 DAYS
A VIP STAR	OVER £3,500	CHANGES FROM £10,000 TO £5,000	CHANGES FROM 90 TO 30 DAYS

AVON REWARDS