

Payments

How can I make a payment to Avon?

Payment can be made via the following methods

- Via credit or debit card within your Avon website [here](#)
- Using your automated service fast trak on [0333 234 5000](tel:03332345000) option 2
- At the Post Office or HSBC using the Giro slip provided on your invoice*
- By post - send us a cheque or postal order ensuring your name and Avon account number is on the reverse

There may be a small handling charge if you choose to pay via the Post Office or HSBC.

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.

How do I make a payment at the Post Office/bank?

Instructions on how to do this are included on your invoice.

My customers didn't pay for their order, what should I do?

If your customer is unable to pay, please return their order to Avon following the returns process here and you will receive a credit to your account.

Why did the Post Office/bank charge me a fee when making a giro payment?

There may be a small handling charge if you choose to pay via the Post Office or HSBC. This is not an Avon charge.

We do offer **free** method of accepting payments:

- Via credit or debit card within your Avon website [here](#)
- Using your automated service fast trak on [0333 2345000](tel:03332345000) option 2.

Why is my payment not showing on my account?

Your online Avon account balance should reflect any payment within:

- **1 hour** for debit or credit card payments
- **48 hours** for bank/post office payments (Excluding Bank Holidays)
- **7 days** for cheque payments

If you have checked and your payment has been debited from your bank account, please contact our accounts department by calling [0333 2340111](tel:03332340111) and we'll investigate further.

I am unable to pay balance, what options do I have?

We're sorry to hear you're having problems paying your balance. If you would like to pay via a payment plan or an alternative payment method, please email us at corby.spurring.clerks@avon.com and include the following details:

- Title & Full Name
- Avon Account number
- Amount you would like to pay & payment frequency

Note that while on a payment plan, you will no longer be able to place orders until the balance is clear.


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

If you don't want to offset your balance against future orders, please email or call the accounts department, add drawdown form link corby.accounts.clerks@avon.com or [0333 2340111](tel:03332340111) 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:

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

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
BRONZE STAR	UNDER £250	STAYS AT £350	STAYS AT 13 DAYS
SILVER STAR	£250 - £549	CHANGES FROM £800 TO £550	STAYS AT 13 DAYS
GOLD STAR	£550 - £1,299	CHANGES FROM £3,000 TO £1,300	CHANGES FROM 26 TO 30 DAYS
PLATINUM STAR	£1,300 - £3,499	CHANGES FROM £5,000 TO £2,000	CHANGES FROM 90 TO 30 DAYS
VIP STAR	OVER £3,500	CHANGES FROM £10,000 TO £5,000	CHANGES FROM 90 TO 30 DAYS

AVON REWARDS