

## 2020 Shipping Fees Frequently Asked Questions

### Why are you changing shipping fees?

To give your customers the VIP treatment they deserve, we're introducing new perks and special offers **only** for customers who shop with a Representative, including exclusive pricing and free shipping, starting January 7, 2020.

### How can I explain the reasoning behind this change to my team/new recruits?

Customers expect free shipping. To help increase your online customers' order size and boost your sales, we're moving our minimum for free shipping from \$40 to \$60.

Please note that Avon has previously absorbed 100% of the free-shipping costs for all customers. In 2020, the shipping fee for \$60+ orders will be shared by you and Avon, with Avon continuing to pick up most of the actual cost and passing along a fraction of the cost to Representatives.

### How am I going to be charged?

Your customers shopping with you on your store will pay \$8 shipping on Direct Delivery orders below \$60 and receive free shipping for orders of \$60 or more. The shipping fee for those \$60+ orders will be shared by you and Avon, with Avon continuing to pick up most of the actual shipping cost. For Example: Your portion is just \$8 on a \$60 online customer order- charged to your representative account

### Will there be a specific date when shipping charges are applied or will they be applied as my customer's order bills?

Shipping fee charges to your account will occur automatically when your customer places his/her Direct Delivery order, at the same time we apply commissions. Your Direct Delivery Orders report and invoice will show Shipping Fees as well as Commissions.

### Could this charge cause a hold on a future order?

Your balance from the previous campaign must be paid in full before you submit your current campaign order, so a shipping charge could potentially cause a hold. We recommend checking your **account balance** before submitting orders to avoid any order disruptions.

**My customer returned his/her order. Will I see the credit for the order/shipping fee on the account?**

No, this fee covers the cost of the shipping to the customer.

**My customer's order was over \$60.00 but due to a last-minute update an item was out of stock/not available. Can I get the shipping fee waived?**

The customer would need to choose an additional item to bring her cart to \$60 to get free shipping. If her order is less than \$60 at checkout, the customer will pay shipping.

**Will the cost of an online customer returning an order be charged to my account?**

No, the customer pays shipping for returned items — no change in policy.

**Will the cost of my customers' orders be merged for one shipping fee? Or is it per order?**

Charges to your account will occur automatically each time your customer places a Direct Delivery order — each customer order stands alone.

**Will I be charged for expedited shipping fees?**

No, you'll be charged the standard shipping fees and the customer will be charged the additional cost above that for Avon.com expedited shipping. Free shipping offers do not apply to next-day or expedited shipping.

Online Store/Avon.com Expedited Shipping Charges:

Expedited 2-Business-Days Delivery \$15.90

Expedited Next-Business-Day Delivery \$20.90

**Can I choose to do only Representative Delivery for my online store orders?**

No, you have the option of offering Direct Delivery only, or both Representative and Direct Delivery.

**Can I choose to not have an online store?**

No, all Representatives automatically have an online store. However, you can choose not to be listed in the Find a Representative search tool on Avon.com — go to **My Profile**, scroll down to Let Customers and Recruits Find Me and check that you are not enrolled in this feature.

**I live in Hawaii. Will my customers be charged the shipping surcharge or will I cover that also?**

Customers in Hawaii and Alaska will absorb the surcharge. As a Representative you will only be charged the standard shipping fee.

**Will shipping for an Avon Auto-Replenish order be charged to me?**

It will depend on the size of the order. If the Auto-Replenish order is under \$60, the customer will pay shipping. If it's \$60+, the Representative will be charged.

**Can I block certain customers from ordering from me?**

No, it isn't possible to block individual customers.

**If my customer is already attached (connected) to me, he/she will remain attached to me, correct?**

Yes, your online customer will remain attached to you.