

Shipping Costs and Returns

Direct Order Shipping

When your customers order directly from your **Online Store**, they can enjoy FREE shipping on orders of merchandise of \$40 or more. No coupon code is required. Orders shipping to Hawaii or Alaska are still subject to a \$7.00 minimum handling fee. Free shipping does not apply to Next-Day or Expedited shipping methods.

If the customer orders less than \$40 in merchandise, she will pay a flat rate of \$6.95 for flat rate ground shipping. Expedited shipping options are available at a higher price.

Orders may not be shipped outside of the 50 US states. Customers in the Caribbean and Guam can order products for delivery through you.

If a customer wants to use a credit card that has an international billing address for shipment TO one of the 50 states, they'll need to contact Customer Care for assistance with the order.

Your Campaign Order Shipping

When you place your own campaign orders, the amount of shipping varies by order total. You'll see the amount when you view your Cart.

Avon's Return Policy

Become familiar with Avon's Return Policy:

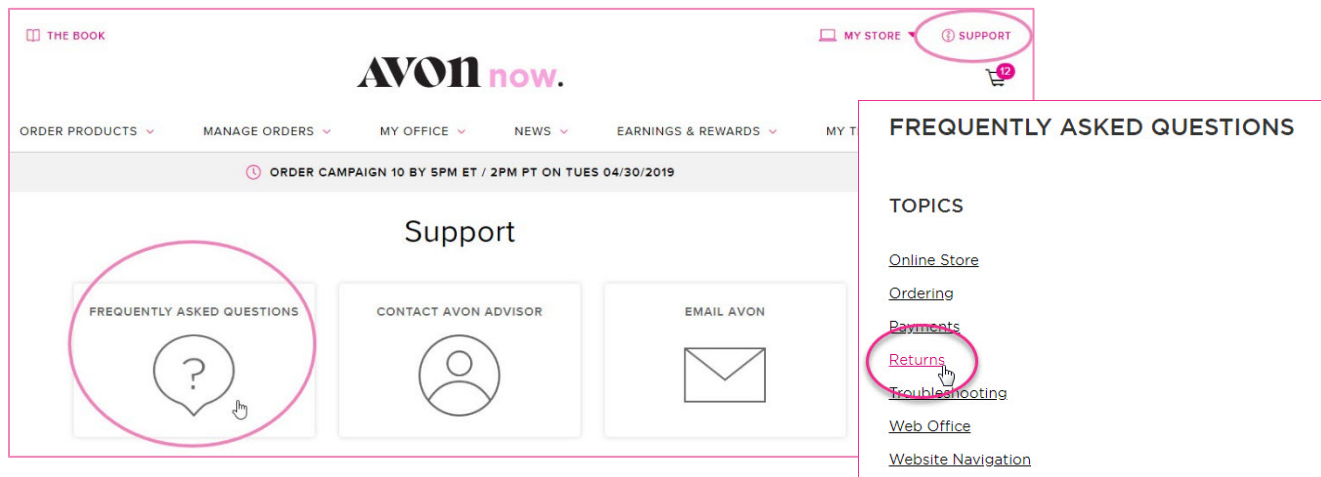
For over 100 years, customer satisfaction has been a #1 priority at Avon. Avon stands behind every product offered. Avon will gladly give a full refund with a return within 90 days.

Customers feel more confident placing orders with a company who wants them to be completely satisfied with their purchase. Knowing our policy will help you handle uncertainty about a product.

Additional Resources

The most up-to-date information about shipping costs and returns is found online.

Representative product return procedure is found on AvonNow. Click Support > Frequently Asked Questions > Returns.



The screenshot shows the AvonNow website interface. At the top, there are navigation links for 'THE BOOK', 'MY STORE', and 'SUPPORT'. Below this is a navigation bar with 'ORDER PRODUCTS', 'MANAGE ORDERS', 'MY OFFICE', 'NEWS', 'EARNINGS & REWARDS', and 'MY T'. A banner for an 'ORDER CAMPAIGN' is visible. The main content area is titled 'Support' and features three large buttons: 'FREQUENTLY ASKED QUESTIONS' (circled in red), 'CONTACT AVON ADVISOR', and 'EMAIL AVON'. On the right side, there is a 'FREQUENTLY ASKED QUESTIONS' sidebar with a list of topics: 'Online Store', 'Ordering', 'Payments', 'Returns' (circled in red), 'Troubleshooting', 'Web Office', and 'Website Navigation'.



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For customer shipping costs and customer product return procedure, see the Shipping Information section of your **online store (not AvonNow.com)**. The link is located near the bottom of the page.

The screenshot shows the Avon website interface. At the top, there are navigation links for 'FREE SHIPPING ON \$40 SHOP NOW' and 'REFER A FRIEND GET 10% OFF'. Below this is a navigation bar with 'BECOME A REPRESENTATIVE', 'SIGN IN', 'PRODUCT #', 'ESPAÑOL', and a 'Blog' link. The main header features the 'AVON' logo and a search bar. A secondary navigation bar includes 'SHOP CATEGORIES', 'MOTHER'S DAY', 'WHAT'S NEW', 'HOW-TO's', 'CAUSES', 'THE BOOK', and 'SALES & SPECIALS'. The main content area is a large banner with the text 'REAL PEOPLE. REAL DREAMS. REAL SUCCESS.' and a 'MEET THE REAL AVON' button. Below the banner is a circular profile picture of a woman and a 'CONNECT WITH ME' button. A testimonial quote is visible: 'Thank for... by my opinion of real... with... 2/17... for all the best products.' A disclaimer states: '*Not intended to reverse or reduce hair loss or grow hair.' Below this is an email sign-up form with the text 'Sign up for Avon email offers and the latest trends' and a 'SIGN UP' button. To the right is the 'AVON Insider Blog' logo and social media icons for Facebook, Twitter, Instagram, YouTube, and Pinterest. The footer contains a list of links under 'About' and 'Inside Avon.com'. The 'Shipping Information' link is circled in pink and has a pink arrow pointing to a larger pink box containing the text 'Shipping Costs and Return Policy'. Other footer elements include '© 2018, NEW AVON LLC.', '(800) 367-2866', and 'MOBILE VIEW'.

