

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:

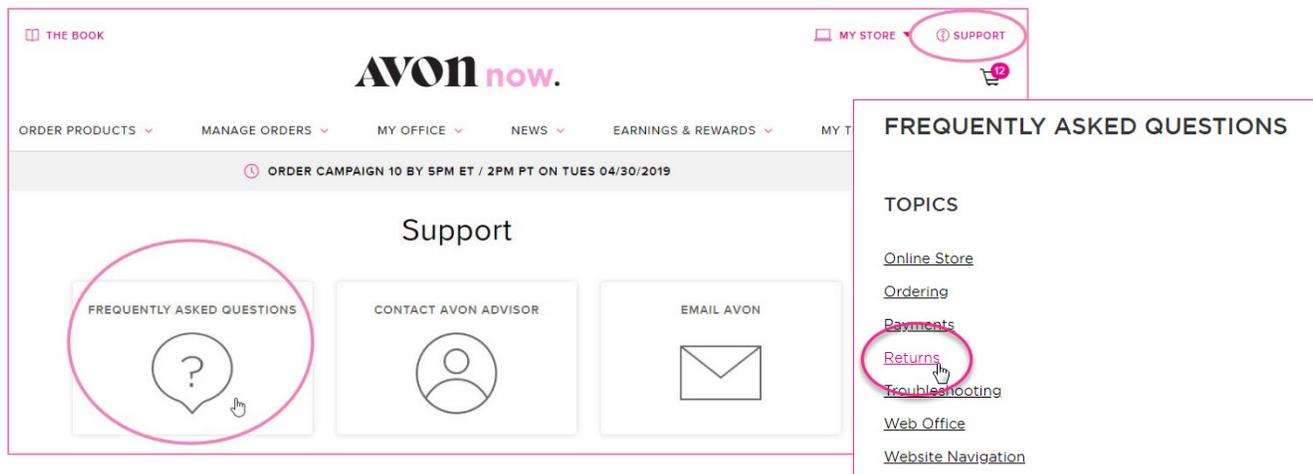
For over 100 years, customer satisfaction has been a #1 priority at Avon. Avon stands behind every product offered. Avon will gladly give a full refund with a return within 90 days.

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 'ORDER CAMPAIGN 10 BY 5PM ET / 2PM PT ON TUES 04/30/2019' is displayed. 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, a 'FREQUENTLY ASKED QUESTIONS' sidebar is visible, listing various topics. The 'Returns' link is circled in red and has a mouse cursor hovering over it.



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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 promotional banners for 'FREE SHIPPING ON \$40 SHOP NOW' and 'REFER A FRIEND GET 10% OFF'. Below these are navigation links for 'BECOME A REPRESENTATIVE', 'SIGN IN', 'PRODUCT #', 'ESPAÑOL', and a 'Blog' link. The 'AVON' logo is prominently displayed in the center, with a search bar to its right. A horizontal menu lists categories: 'SHOP CATEGORIES', 'MOTHER'S DAY', 'WHAT'S NEW', 'HOW-TO's', 'CAUSES', 'THE BOOK', and 'SALES & SPECIALS'. The main hero banner features a group of diverse women and the text 'REAL PEOPLE. REAL DREAMS. REAL SUCCESS.' with a 'MEET THE REAL AVON' button. Below the banner is a circular profile picture and a 'CONNECT WITH ME' button. A testimonial snippet 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.' The footer includes an email sign-up form, the 'AVON Insider Blog' logo, and social media icons. A navigation menu in the bottom left lists various links, with 'Shipping Costs and Return Policy' highlighted in a pink box and pointed to by a pink arrow. The footer also contains copyright information: '© 2018, NEW AVON LLC. | (800) 367-2866 | MOBILE VIEW'.

