



AMWAY PROMISE™

Since day one, Amway's commitment to people has been unwavering. Our success is dependent on the success of our distributors and the confidence people have in our products.

That's why we firmly believe, as a values-based, family-owned company, we must protect those who represent us or purchase from us.

Satisfaction will always be our goal, and protection – our promise.



LOW-COST, LOW-RISK OPPORTUNITY

Zero purchase requirements and minimal sign-up fees for new Amway business owners.

We believe that everyone deserves the opportunity to get ahead. That's why we promise to always provide a low-cost opportunity with minimal risk.

With a registration fee of only Php1,000, you can become an Amway Business Owner (ABO) and enjoy the benefits we offer to our distributors – purchase products at distributor price, earn through retailing and bonuses, get invites on training and events, and more.

ABO Right To Cancel – Cooling Off Period

Within 14 days after the date of registration, an ABO can cancel his or her registration and receive a refund of the entire registration fee paid with no questions asked. Just visit any Amway Shop and look for the assigned Customer Service Officer or call our contact center at #AMWAY (#26929) to assist you on the process of cancellation and refund of registration fee.

In addition, ABOs may receive a refund for all Amway products purchased within 14 days after the date of registration. The refund will be for the amount actually paid for the product, including taxes, shipping and handling charges for shipments to and from the ABO. If the product has already been delivered, the ABO may return the product that is unopened and re-sellable as new within 14 days from the date of purchase. Just visit any Amway Shop and look for the assigned Customer Service Officer or call our contact center at #AMWAY (#26929) to assist you on the process of product refund.

ABO Resignation

In any case that an ABO wants to resign from their Amway business within one hundred (100) days of joining, they are entitled to a refund of the Sales Kit less product(s) not returned and bonus paid. Just provide a letter of resignation with the ABO I.D. card and the Sales Kit. The cost of returning the Sales Kit will be paid by the resigning ABO. Reimbursement will be made in that month's Performance Incentive payment to the resigning ABO. Payment will be credited within the month thru their respective bank account.

Returned Product from a Resigning ABO

Amway Philippines will refund a resigning ABO for any current product returned in a saleable condition. Current product does not include products which are NLA (No Longer Available), damaged products or products which are not supplied or endorsed by Amway Philippines. A letter of resignation, the Amway ABO I.D. Cards, and a fully completed Return Merchandise Authorization should accompany any returned product from a resigning ABO. Payment will be included in the next payment schedule (15th day).

We're only satisfied when you are. If you do not get what you expected from your Amway opportunity or an Amway product – let us know, and we'll work tirelessly to make sure you're 100% satisfied.

We also stand behind our products with the Amway 100-day, 100% Customer Satisfaction Guarantee. If for any reason you are not completely satisfied with our products, you may return them at any LBC Branch or any Amway Shop within 100 days from the purchase date for an exchange or refund of the product price and applicable tax.

Please Note:

- This guarantee does not apply to products which have been intentionally damaged or misused.
- eSpring™ Water Purifier is not included in this return policy. It is supported by a separate warranty program.

CHANNELS OF PRODUCT RETURN

I. via Amway Shops



Step 1:
Fill out the Return Merchandise (RM) Form. You may download it at www.amway.com.ph



Step 2:
Bring the product(s) you wish to return along with the completed Return Merchandise (RM) Form and original invoice to any Amway Shop.



Step 3:
Hand it over to the shop representative for return processing.

Return Option:

1. For full refund - Payment will be credited to your account on the 15th of the following month. Example: A product return that takes place on November 7 will be refunded on December 15 for payment.
2. For product exchange – After a successful return, your preferred product replacement will be processed.

II. via LBC Branches



Step 1:
Fill out the Return Merchandise (RM) Form. You may download it at www.amway.com.ph



Step 2:
Bring the product(s) you wish to return, along with the completed Return

Merchandise (RM) Form and photocopy of invoice to your nearest LBC Branch and ship to My Amway Place, 2F Kentek Building, 828 A. Arnaiz Avenue, San Lorenzo Village, Makati City, 1223.



Step 3:
Complete the LBC form and submit it together with the parcel containing the product(s), RM Form and photocopy of invoice to an LBC representative.

Please Note:

Include the Amway Account Number 100889 and SAP Customer ID 6000000178 on the LBC Form. If you send a representative to submit the return on your behalf, please provide an authorization letter and ABO number.



Step 4:
Once Amway receives your return parcel, we will contact you via phone to confirm receipt – this will occur within 5 business days from the date your return package was submitted to LBC.

Return Option:

1. For a full refund - Payment will be credited to your account on the 15th of the following month. Example: A product return that takes place on November 7 will be refunded on December 15 for payment.
2. For product exchange – After a successful return, Amway Contact Center will call to verify your preferred product replacement. You can also order it online (www.amway.com.ph) and use your account receivable (AR) amount as payment.

Please note

1. LBC is our partner courier for returned products to Amway. This service is available at all LBC branches nationwide.
2. You do not need to pay anything at LBC. Amway will shoulder the freight cost for this type of transaction.



Step 5:
You may contact our customer hotline #AMWAY (#26929) to check the status of your return.



100% SATISFACTION GUARANTEE

Helps ensure satisfaction with Amway™ products or business opportunity.



WARRANTY PROGRAMS

Protection at point of sale

Our Warranty

Amway Philippines offers a two-year or five-year limited warranty for eSpring™ Water Purifier and a one-year limited warranty on eSpring™ UV Carbon Filter Replacement.

This Limited Warranty covers the eSpring™ Unit, including the power adapter, filter cartridge, tubing, and diverter. To know more, check page 14 of the eSpring™ Owner's Manual.

We're confident in the quality of the durable product that we offer. If your product has an issue, we provide service, repair and warranty programs that allow you to easily address any concerns that you may have.

A Dependable Company Standing Behind a Reliable Product
Since 1959, Amway has garnered a successful and enviable track record among companies, and that has been accomplished partly because our consumers and Amway Business Owners alike know that Amway firmly stands behind every single product it builds and sells. eSpring™, with the years of research and development that have been poured into their design and manufacture, is no exception.

We know you'll have questions along the way and we have the answers. For Amway Business Owners, Amway is committed to providing top-notch service, whether face-to-face, on the phone, or online. We're here for you.

My Amway Place

Do you have any queries while visiting any of our shops? Don't fret and just look for the designated Customer Service Officers.

Amway Contact Center

There is only one contact number you need to remember in order to reach us: #AMWAY (#26929). Our customer service team will be happy to assist you anytime between 8 a.m. to 6 pm, Monday to Saturday, excluding holidays.

Amway PH Facebook Messenger

Are you online and needing some information about products or your business? Send a message to our customer support in Facebook Messenger and we'll get back to you in time.



CUSTOMER SERVICES (#26929)

Assistance for all product and business opportunity-related inquiries

We promise to be transparent and forthcoming in all communications related to our service and protection offerings.

Get to know more about our business and its opportunity through these available resources:

- Amway Central App in IOS & Android



- Amway website: www.amway.com.ph
- Amway Official Social Media Channels:



Amway - @amwayph_official
Artistry - @artistryph
XS - @xsnation_ph



THE RIGHT TO KNOW

Knowledge is power



Amway Philippines



@amwayPHofficial



Amway Philippines

How to Order



SHOPS

Our stores are strategically located throughout the Philippines so you can experience Amway and talk to our staff about our products' features and benefits.



ONLINE

Visit amway.com.ph to order your products faster, keep track of your points, and get updates!



#AMWAY HOTLINE (#26929)

Enjoy same-day delivery services and free delivery in coverage areas for a minimum purchase!



DELIVERY CONDITIONS

1. Cut-off for same day delivery is 11:00 am. Orders placed after cut-off time will be delivered on the next working day.
2. FOR METRO MANILA AND SOME AREAS IN LAGUNA, CAVITE, BULACAN AND RIZAL*: Free delivery with a minimum purchase of P1,000.00 and a P100.00 delivery fee for purchases below P1,000.00.

*Cabuyao Laguna, Calamba Laguna, Silang Area, Naic Cavite, Tanza Cavite, Tartaria Cavite, Trece Martires Cavite, Cavite City, Teresa Rizal, Morong Rizal, Binangonan Rizal, Baras Rizal, Tanay Rizal, San Mateo Rizal, Rodriguez Rizal, Meycauayan Bulacan, Marilao Bulacan, Guiguinto Bulacan, Bocaue Bulacan, Balagtas Bulacan: for next day delivery

3. FOR PROVINCIAL AREAS: Free delivery with a minimum purchase of P5,000.00 and a P300.00 delivery fee for purchases below P5,000.00.

* Lead time is 5 working days

4. PAYMENT OPTIONS

- Cash on Delivery (COD) nationwide (effective Q4 2019) - Php 200.00 collection fee applies to non-serviceable areas.
- Credit Card on Delivery for Metro Manila