

Ordering Information

100% 90 Day Satisfaction Guarantee

Any time you purchase an AMWAY product or an AMWAY distributed product, you have the right to use it for a reasonable time (90 days) to determine whether it is satisfactory and whether you want to keep it. If you decide that it is not satisfactory, you will be offered a choice of replacement without charge, full credit towards the purchase of another product or a refund of your full purchase price.

Exclusions: This guarantee does not apply to products that have been damaged or misused after receipt; products that have been made and delivered to customer order or to services.

Further information is available at www.amway.co.nz/termsandconditions.

Guarantees and Warranties

There are a number of voluntary warranties and guarantees that apply to the AMWAY products and AMWAY distributed products you purchase. In particular, this includes our 90-day Satisfaction Guarantee. Guarantees and warranties do not apply where products have been damaged or misused after receipt.

Additional Warranties

In addition to our 90 Day Satisfaction Guarantee, some products may also be covered by additional specific written warranties: see the specific products for further information.

For further details please visit www.amway.co.nz/termsandconditions or call 0800 611 611

Product Availability

We sometimes experience greater demand for an item than expected. In the event of a delay, you will be advised at the time of order placement and may be given the option to place a back order. Because our stock is constantly being replenished with new stock, it is possible that a similar product of equal or higher value may be substituted at no additional cost.

Exchanges and Product Returns

Information and conditions about guarantees and warranties is available on this page, on www.amway.co.nz/termsandconditions or 0800 611 611.

To exchange or return a product in accordance with the relevant guarantees and warranties, please ensure you have the information from the emailed order confirmation or tracking email.

To Exchange or Replace

Simply call Amway on 0800 611 611.

To Return a Product for Credit

If a product does not meet your expectations or is damaged or not as ordered, please contact contact Amway on 0800 611 611.

Regional Contact Centre

Do you have questions about an order, missing, wrong or damaged products? To assist you, the Regional Contact Centre is available from 11am to 7pm Monday - Friday by phone on 0800 611 611 or fax 0800 432 967.

Pricing Policy

Prices effective 1 October 2018.

All pricing in the catalogue includes GST where applicable. We try to keep our prices consistent throughout the catalogue period. However, price changes may be necessary because our manufacturers and suppliers may raise or lower a price after the Catalogue is printed. Therefore we reserve the right to change prices, without notice, on any item, for any reason. Pricing information is displayed with a special code to allow IBOs to see the wholesale price and PV and BV on the page. (See example below)

Pricing in Catalogue	
Q0-000000	
FBV P000B000IM0000	Sug. Ret \$00.00
P = PV	B = BV
IM = IBO/Member price	

Performance Rebate Schedule

If Your Total Monthly PV is:	Your Monthly Performance Rebate is:
7500 points	21% of your BV
5000 points	18% of your BV
3250 points	15% of your BV
2000 points	12% of your BV
1000 points	9% of your BV
400 points	6% of your BV
100 points	3% of your BV

As of 1 September 2017 the PV/BV ratio is 1:3.97.

*Effective 1 October 2018, the PV/BV ratio for XS™ Products only (excluding XS Energise Rhodiola) will change to 1:3.17.

Delivery

Amway delivers to major capital cities and towns throughout New Zealand. Delivery is not made to some remote locations; in those cases, delivery can be arranged to the nearest located delivery point. Allow up to 5 working days from despatch for all orders to be delivered.

Order Type	Regular
Scheduled Orders (web only)	\$6.95
www.amway.co.nz	\$7.95
Phone Order	\$8.95
Business Centre Pick Up Orders	\$4.95
Payment Options	
NB: Delivery charges are correct at time of printing but may be subject to change without notice.	



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