

# AVON

## GET YOUR RETURNS PROCESS FASTER WITH 3 EASY STEPS

# PAXI

send | collect | return

### WHAT IS A PAXI RETURN?

PAXI return is a solution that enables you to **return directly to Avon Justine** without having to involve your upline SL or ASM. You must return products within **60 days of invoicing date**, instead of the usual 90 days

### HOW DOES IT WORK?



#### STEP 1

Order the tamper-proof **Returns Bag** on all Avon ordering platforms with these codes:

- Medium Returns Bag: **860138 - R5**
- Large Returns Bag: **860136 - R5**

**NOTE:** You will return a **PAXI Return Token** (A5 flyer) inside your Returns Bag order



#### STEP 2

Pack all return items in the Returns Bag, & enclose your filled in & signed **Picking Slip** in the bag. Only the account holder signature is required on the Picking Slip



#### STEP 3

Bring your sealed Returns Bag, Return Token (A5 flyer), & **ID document / Passport** to a PEP store near you

The **PEP cashier** will scan your Return Token & ID / Passport, & capture your cell phone number



**NOTE:** A return label will be attached to your Return Bag & you can then drop the Return Bag off at the in-store courier pickup section. **Keep the token** with you, do not throw it away.



You will receive an **SMS** from PAXI shortly after dropping off bag



### HOW MUCH DOES IT COST?

- Once the return has been processed & the credit passed into your account, a **R20 return fee** will be charged to your account to cover transportation & admin costs incurred by the company
- Total cost for a PAXI return is therefore **R25**



### HOW LONG DOES IT TAKE?

Your Account will be credited within **10 working days**



### HOW DO I BENEFIT?

- **Faster credit** into your Avon account
- **Save on past due fees** when customers don't pay you on time
- Freed up credit allows you to **place more orders quicker**
- **Convenience:** pay your Avon account, collect your order or return products in one go at any of the 2,000+ PEP stores in SA

### HOW DO I TRACK MY RETURN?

- Click on the **link in the SMS** you received after dropping off your return at PEP
- Call the **Contact Centre** & provide either the Token Number, the Reference number in PAXI SMS, your ID / Passport number, or the cell phone number you provided at PEP
- Follow **lost letter process** & provide returns invoice number if your return bag gets lost after dropping it off at PAXI

### TIPS

- Pre-order your Returns Bags so you have the bags & tokens handy for when you need to return products
- If you have a Held Order that needs to be released after dropping off the PAXI return, send a copy of your Picking Slip to Credit Control before enclosing it in the Returns Bag. Ensure that the ID of Avon account holder is scanned at PEP so Credit Control can link your account number to the return

### KEY INFORMATION TO NOTE:

- Only **Returns Bags** ordered from Avon are allowed for PAXI returns (don't use Avon boxes or any other packaging)
- Don't forget to enclose the filled in & signed **Picking Slip** in the Returns Bag before dropping it off
- Do not forget to bring your **ID/Passport** to PEP when dropping off your return
- Do not throw away the **Return Token** or delete the **PAXI SMS** before your account has been credited
- Do not return products later than **60 days** after invoice date (& NOT 90 days as usual)
- PAXI Returns are only available in **South Africa**. The usual returns process must be followed for non-SA countries
- You still have the option to use **Express Returns** to return products via your Sales Leader, which is at no cost to Representatives

#### FOR FURTHER INFORMATION:

 **Relationship Centre**  
Tel 087 011 2866  
Email queries@avon.com

