



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 45 days of invoicing date, instead of the usual 90 days

HOW DOES IT WORK?

1. Order the tamper-proof Returns Bag on all Avon ordering platforms on these codes:
 - Medium Returns Bag: **860138**
 - Large Returns Bag: **860136**
2. A PAXI Return Token (A5 flyer) will come with your Returns Bag order
3. Pack all return items in the Returns Bag, and enclose your filled in and signed Picking Slip in the bag. Only the accountholder signature is required on the Picking Slip
4. Bring your sealed Returns Bag, Return Token (A5 flyer), and ID document / Passport to a PEP store near you
5. The PEP cashier will scan your Return Token & ID / Passport, and capture your cell phone number
6. A return label will be attached to your Return Bag and you can then drop the Return Bag off at the in-store in courier pickup section. Keep the token with you, do not throw it away
7. You will receive an SMS from PAXI shortly after dropping off bag



HOW LONG DOES IT TAKE?

Your Account will be credited within 10 working days

HOW MUCH DOES IT COST?

- Both sizes of **returns bags cost R5**
- Once the return has been processed and the credit passed into your account, a **R20 return fee** will be charged to your account to cover transportation and admin costs company incurs
- Total cost for a PAXI return is therefore R25

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 and 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 45 days after invoice date (and 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



TIPS

- Pre-order your Returns Bags so you have the bags and 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 ID of Avon accountholder is scanned at PEP so Credit Control can link your account number to the return



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 and 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 and provide returns invoice number if your return bag gets lost after dropping it off at PAXI



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