

RERESENTATIVE AGREEMENT

Welcome to Avon!
Would you like to order from us as an AVON representative?
Great! You can place your orders at any time. Please check our purchase terms [here](#).

Your income
You will earn a discount on our brochure price. The higher your order value, the higher your discount – have a look at your discount structure [here](#). You can also become a Sales Leader and earn income through recruiting other Representatives. We will provide all the details about your further earning opportunities on your request. Your compensation model as a Sales Leader will change every year.

Payment Options
You can pay through a number of payment channels. You may qualify for payment terms of 21 days. See our payment options and credit terms [here](#).

Returns and Guarantee
You like the products you keep them, but you can also decide to return them. Please check our return and guarantee policy [here](#).

Privacy
You trust Avon with your personal data, and we promise to keep those safe and use them only for the purpose you shared with us. Please read our privacy policy [here](#).

Our Brand
Avon is a well-known and trusted brand world-wide and you will benefit from its good reputation as well. In order to keep it this way we need you to follow our brand rules, which you can find [here](#).

Code of Conduct
At Avon we are committed to following the highest ethical standards and we expect the same from you. Find our Code of Conduct [here](#).

Delivery
We deliver the products either to your home or to different pick-up points, even for free. Please check our delivery options when you place your order online.

Contact Details
You can contact us at queries@avon.com or call our call centre at 0869 102 345 during business hours. See our other details [here](#).

Miscellaneous
Please see the other terms of our agreement [here](#).



AVON





YOU CAN PLACE YOUR

Representative agreement – Terms & Conditions

PURCHASE TERMS:

As an Avon Representative, you may purchase Avon products for yourself, and your friends/family for personal consumption, as a Beauty Fan. You can also re-sell these products to your own customers. It is Your choice. We show our products in Avon brochures and online. We try to show accurate depictions, but products may look slightly different from their pictures. The prices shown include VAT, however it might not include delivery fees, which shall be paid on top according to your chosen delivery channel. Please check your final invoice for the amount of your purchase. Prices shown are only recommended retail prices and you have absolute freedom to set the final selling price to your customers.

 Online, by logging into your account at avon.co.za	 Through the Avon On app which you can download on your phone
 South Africa – SMS your order to 43116	 Namibia, Lesotho, eSwatini, Botswana: SMS to +27 83 2155

When you place an order with us you understand that your order is subject to our approval. When we accept your order, we will confirm it with details (e.g. the products and its prices) as soon as possible by e-mail, SMS or other appropriate manner. Avon is a direct selling company hence you may generally not sell our products in brick & mortar shops. You may sell your products online or on any platform, as long as you adhere to our brand rules. We cannot guarantee that we will always have stock, but we will let you know if we are running low. If we do not have stock, we will not charge you until we are able to supply. You can choose to cancel or wait until we are able to deliver your order.



DISCOUNT STRUCTURE:

ORDER VALUE:
All Jewellery and Watches
Accessories / Home / other
All Beauty and Fragrance Products
R570 to R894
R895 to R2119
R2120 to R7799
R7800+

REPRESENTATIVE DISCOUNT:
20% fixed discount
12% fixed discount
15%
20%
25%
30%



We will show you your discount when you place your order online. You will receive a discount on the total value of your Beauty and Fragrance orders in each month – so you can earn the higher discount by placing more orders during a month. Discounts on jewellery and watches and accessories are fixed. You will not receive any discount on purchases from the Let's Talk brochure or on sales aids. Only orders of R570 or more will be processed. Each order below R2500 will attract a R25 administrative fee.



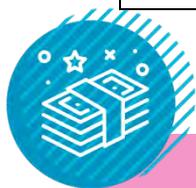


PAYMENT OPTIONS:

You can make payment online with your Visa or Mastercard credit card, or through our other payment options:

South Africa, Botswana, Lesotho	
	Visit your nearest Pay@ outlet as listed below where you can pay your Avon account: • Ackermans • Boxer • Checkers • Flash • Game • Makro • PEP • Pick n Pay • Shoprite • Spar • Top it Up • Usave And many more! Please use the reference 11454 & your account number.
	ATM Deposits Use an ABSA ATM Advance. Visit your nearest ABSA ATM and press Cardless Services Then follow the prompts to pay your Avon account
	Cash Deposit Visit your nearest Absa branch to make a cash deposit using these details Bank: ABSA Account Name: Avon Justine (Pty) Ltd Bank Account Numbe:4089608283 Reference: Your Avon Account Number ONLY!
	EFT / Internet Banking Use the following Account details to make an electronic transfer on Internet banking Account name: Avon Justine (Pty) Ltd Bank: ABSA Branch: Corp. Acc. Serv. JHB Branch no.: 632005 Account no.:4089608283 Reference no. - Your Avon account number ONLY!
	FNB ATM Advance Use the FNB ATM Advance. Visit your nearest FNB ATM and press Cardless Services, then follow the prompts to pay your Avon account
Namibia	
	FNB ATM Advance Use the FNB ATM Advance. Visit your nearest FNB ATM and press Cardless Services, then follow the prompts to pay your Avon account
	Bank: First National Bank Account name: Avon Justine (Pty) Ltd Account number: 62248427470 Branch number: 282672 Reference: Your Avon account number ONLY!

	Pay Via Nampost Reference: Your Avon account number ONLY!
E Swatini	
	Bank: First National Bank Account name: Avon Justine (Pty) Ltd Account type: FNB Business Current Account Account number: 62801435258 Branch name: Mbabane Branch number: 280164 Reference: Your Avon account number ONLY!



PAYMENT TERMS POLICY:

Credit Payment Terms – if you qualify for payment terms, payment is due 21 days after the date of invoice.

When you apply to be a Representative you consent to us accessing your record from a credit bureau to set your credit limit. If you qualify for credit, we will let you know what your credit limit is. If you do not qualify for credit terms, payment is due in advance of delivery.

Late payment

We will send you an SMS to remind you once your payment becomes overdue. You can either make payment electronically or you can make a payment arrangement to settle your account.

Please pay on time because we will not process any orders until your account is paid in full. We may also provide your information to a credit bureau, which will affect your credit score. If we collect payment from you, you will have to pay our legal and collection costs.

We would like to bring to your attention that Avon has updated the term on the Late Payment Fees.

Late Payment Fees will be changed as follows:

South Africa

The first charge will move from 45 days to being charged on 30 days and the second charge will move from 60 days to 45 days.

Namibia

The first charge will move from 60 days to being charged on 45 days and the second charge will move from 90 days to 60 days.

Deposit to Buy

If you place an order, you will get an SMS telling you the amount due. You can then pay R250 up front, and earn R1000 (one thousand rand) credit to pay for that purchase. Once you have paid in full, the R250 will be refunded to you.

MANY THANKS FOR MAKING YOUR PAYMENTS ON TIME!





RETURNS POLICY:

Avon is committed to providing excellent quality products and we trust that you will love them. At the same time, you are free to return AVON products – we call it the 100% satisfaction guarantee!

You can return products free of charge through our Express Returns option, via your Business Leader. Representatives can also return products securely through our partner, PEP / PAXI Stores. (This option is only available in South Africa and not for Sales Leaders).

To make use of the secure PEP / PAXI return option, you will have to order a bag, at R5.00, and place your products in the bag with the required documents. You will also be charged a R20 return fee. You need to return the products within 45 days of the invoice date. You will be credited for the return within 10 days after we receive the products. Please ensure that you include all the correct information, and that you pack the products securely. Please see the information leaflet here: https://my.avon.co.za/mediaMarket-za-jt/11539/paxi-info-leaflet_avon.pdf

The Avon 100% guarantee returns process shall not replace your statutory rights to claim a refund or replacement of defective products.



PRIVACY TERMS:

As an Avon Representative you provide your personal data to us, at the same time you might also receive personal data of others either from Avon or from your customers. While we promise that Avon shall keep your personal data safe and use those only for the purpose you provided and according to the relevant data protection laws you understand that as an independent processor you are responsible for the personal information you received from your customers. Your personal data will be processed by us in accordance with the Representative Privacy Statement, which can be found [here](#).



BRAND RULES:

AVON and its other brands are well-known and well-respected names/logos in the world, and we would like to keep them as such. Please remember that these are property of AVON and no one, not even you as a Representative, can use them freely, without the clear authorization from us.

When you act as a Representative you must make it clear that you are independent from Avon. Also, images of the brochures are protected by many rights hence you are not allowed to download and use them in your AVON business without approval from our side. You can obtain and use images from My Avon Store but you must make sure that they are up to date and not expired. Please see our Brand Code of Conduct for Representatives [here](#).



ETHICAL STANDARDS:

Legislation might change from time to time, but our adherence to the highest ethical standards towards our Representatives, customers and competitors shall remain. Avon is a member of the Direct Selling Association, and a signatory to their Code of Ethics, which requires that we protect our customers, our Representatives and our competitors.

We ensure that we behave with integrity, and we expect the same from our Representatives. Please read our Representative Code of Conduct [here](#).



CONTACT DETAILS:

We are Avon Justine (Pty) Ltd, a company registered in South Africa with registration number 1964/002772/07. Our address is McConnel Place, 148A Kelvin Drive, Woodlands Ext. 4, Johannesburg. You can contact us at queries@avon.com or call our call centre at 0869 102 345.





MISCELLANEOUS:



TERMS & TERMINATION

You conclude your Representative agreement with Avon for an indefinite period of time until it is cancelled by either of us, for any reason. Our agreement will come into effect when you have paid the registration fee, and have received a confirmation e-mail or SMS from AVON that your application to become a Representative has been accepted.

Your account will be deactivated if you do not make any purchase for three months. You will have to pay the registration fee to re-activate your account.

We may unilaterally amend this Representative agreement at any time. We will publish our new terms on our website – please look at them before you order. If you place an order, we assume that you agree to our terms. If you do not accept the changes communicated, you can terminate our agreement immediately.



OUR RELATIONSHIP

You are an independent Representative or Business Owner, and not an employee or agent of Avon. You cannot act on our behalf or make any representation that you hold any position at Avon. Your correspondence with third parties must not be misleading. You are responsible for paying your own taxes and meeting all legal requirements to run your business. Avon may provide any details to any authority if we are asked for it.



GENERAL

We will contact you at the address and phone number you provide to us when you joined, and you may change that address at any time. If we want to send you any legal documents, we will send it to the physical address you provided, and we may then assume that you received it. Please keep your contact details up to date or you might miss out on our communication and incentives. You can opt out of receiving marketing information from us at any time. If we change our details, we will place it on our website.

As required under the rules of the Direct Selling Association, we do not guarantee that you will earn any minimum income if you join Avon. We will also not force you to buy products when you join, and we will not charge any fees not referred to in this agreement. We will not be liable to you other than set out in this agreement, except where we may not limit our liability further by law.

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Last update: September, 2021



AVON