

# AMWAY RECURRING ORDER – FREQUENT ASKED QUESTIONS

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# General information:

## 1. What is Amway™ Recurring Order?

Amway Recurring Order is an auto-shipping program, which provides a fast, flexible and convenient way to buy products month after month, without the stress of re-ordering. The best way to never run out of your favorite Amway products again!

## 2. For whom is the program available?

Recurring Order is available for all ABOs, provisional ABOs and Registered Customers.

## 3. How to set up Recurring Order?

Setting up Amway Recurring Order is easy:

- **Step 1:** Look for the eligible products you love and add them to your Recurring Order.
- **Step 2:** Set up your personal delivery schedule. Select the start and shipment date that works best for you. Flexibly pick any day between the 1st and the 25th of the month. You can also select the shipment frequency.
- **Step 3:** Select your delivery method. You can choose between your home address and a pickup point.
- **Step 4:** Select your payment method. Choose your credit card. Please note: The sum will be charged only at the day of ordering.
- **Step 5:** Confirm your information and submit your Recurring Order.

Done! Now look forward to receiving your favorite items on the selected date.

For more details, please read [Recurring Order User Guide](#).

## 4. How to edit an active Recurring Order?

You can change your Recurring Orders anytime. Simply log in to your account and go to the Recurring Order Page, select the recurring order which you want to edit and click “edit” option to add/remove products or change the schedule, address or payment.

For more details, please read [Recurring Order User Guide](#).

## 5. When and how to cancel an active Recurring Order?

You can deactivate the active Recurring Order at any time. Select the active Recurring Order you want to cancel and select “Deactivate”.

For more details, please read Recurring Order User Guide.

## 6. Can I have many active Recurring Orders on my profile with different delivery time, address and products?

Yes, you can create as many Recurring Orders as you need and set up different delivery time, address and products.

## Recurring Order products

### 7. What are the products included in Recurring Order?

All Amway products are available for Recurring Order. However, only products on the Recurring Order special product list will receive additional discounts.

### 8. What are the Special Products which will receive discount in Recurring Order?

Recurring Order Special Products can be found [HERE](#).

You can also recognize these products with “Recurring Order” label and purple promo description.



### 9. What is the difference between Recurring Order Special Products and other non-special products?

All products can be added to Recurring Orders. Only products in the special list will receive 15% discount on every 3<sup>rd</sup> order for ABOs/ provisional ABOs and 5% discount on every order for Registered Customers.

#### **10. Can products from a Recurring Order be returned? And how?**

Yes, you can return any product following the standard return process. Please follow return procedures outlined at <https://www.amway.co.uk/return-policy>

#### **11. What happens if products in a Recurring Order are TNA?**

When setting up a Recurring Order, you can select if the order should also be shipped if at time of order execution any of the products is temporarily not available.

If this option is not selected and at least one product is unavailable, the order will not be executed and the Recurring Order will be set on inactive. You can reactivate the Recurring Order anytime.

To know when the product is back in stock, you can subscribe for notification on the product page, and then resume the Recurring Order, changing even the date of next order.

#### **12. What happens if a product in a Recurring Order is discontinued and no longer available?**

The discontinued or no longer available products will be removed from the Recurring Order.

#### **13. What happens if the products' prices change?**

Amway will communicate any changes in products' prices to you.

## **Recurring Orders benefits:**

### **14. How will the discount be applied to a Recurring Order?**

15% discount with full BVPV is applied on every 3<sup>rd</sup> iteration for ABOs and provisional ABOs.

5% discount on every recurring order for Registered Customers.

### **15. Will ABOs/Customers see the benefits when creating Recurring Order?**

Recurring order benefits (discount/gift) will be applied when Recurring Order is processed.

They will not be shown when Recurring Order is created.

### **16. Will other promotions be able to combine with Recurring Order?**

Yes. Other promotions can be combined with Recurring Order.

### **17. Can the Gift for Growth coupons be redeemed on Recurring Orders?**

Yes, they are automatically used on the Recurring Orders in case you have active coupons and the cart value/PV meets the coupon redemption criteria.

### **18. What will be the gift on every 6th order?**

A surprise gift will be offered on every 6<sup>th</sup> order on top of the discount.

### **19. Will the gift on every 6th order apply for both ABOs/ Provisional ABOs and Customers?**

Yes. It will be applied on every 6<sup>th</sup> order for ABOs/ Provisional ABOs and Customers.

### **20. Will the Recurring Order benefits (discount or gift) be applied on order iteration or product level?**

The benefits will be applied on order iteration, not on product level.

### **21. What impact has the Amway Recurring Order discount on the PV?**

There is no impact on the PV, for Amway Recurring Orders you will get full PVBV.

## **Recurring Order delivery & payment methods**

### **22. How can I change my shipping address for Amway Recurring Order?**

Please go to your Amway profile. Under “My Addresses” in “My Account” you can change your shipping address. Please be aware, that this address will not be automatically assigned to your Recurring Orders. Once added to your profile, you will have to select the address on the Recurring Order set up page as well.

### **23. How is the delivery applied for Recurring Order?**

Standard delivery fee will be applied.

### **24. What are the payment methods available for Recurring Order?**

Debit/ Credit card payment is currently available for Recurring Order. More payment methods will be available during the next enhancement.

### **25. What delivery intervals are available for Recurring Order?**

You can choose between monthly, every 2nd month or every 3rd month.

### **26. Who can I contact with other questions about Amway Recurring Orders?**

Please send an email to [infocenter-uk@amway.com](mailto:infocenter-uk@amway.com).