



Amway (UK) Limited, Units 31/32,
500 Avebury Boulevard, Milton Keynes,
Buckinghamshire, MK9 2BE.
Tel: (+44) (0) 203 684 2540
Email: infocenter-uk@amway.com
www.amway.co.uk / www.amway.ie

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right of withdrawal, you must inform us (trader's name, geographical address and, where available, your telephone number, fax number and e-mail address) of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model withdrawal form, but it is not obligatory. You can also electronically fill in and submit the model withdrawal form or any other unequivocal statement on our website www.amway.co.uk. If you use this option, we will communicate to you an acknowledgement of receipt of such a withdrawal on a durable medium (e.g. by e-mail) without delay.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

Amway Customer Satisfaction Guarantee

We stand behind the quality of AMWAY™ products and guarantee your satisfaction. Unless otherwise specified, all unmarked products distributed by Amway and featured in the Amway Product Brochure carry the Amway Customer Satisfaction Guarantee (subject to the exceptions below) indefinitely.

If a customer should not be completely satisfied, please return the product or the unused quantity as per the Return Instructions below.

The Amway Customer Satisfaction Guarantee does not apply to (i) products that have been used for purposes other than their intended purpose in normal domestic use; (ii) products that have been intentionally damaged or misused; (iii) Amway-distributed products which provide a specified time period for return including those products marked with a ~ symbol in the Amway Product Brochure, and/or (iv) those products covered by express written warranties.

Return Instructions

Customers return the products to their Amway Business Owner. The Amway Business Owner, as authorised by Amway, will offer the choice of: (a) replacement without charge; (b) full credit toward the purchase of another Amway-distributed product; or (c) refund to the full value of the purchase price. If the customer is not able to contact the Amway Business Owner, he/she should get in touch with the Amway Contact Centre on **(+44) (0) 203 684 2540** or infocenter-uk@amway.com

Total satisfaction

We are sure you will have total satisfaction from your purchase. If you are not totally satisfied with your purchase or with your Amway Business Owner, please get in touch with the Amway Contact Centre via phone: **(+44) (0) 203 684 2540**; email: infocenter-uk@amway.com; or post: **Amway (UK) Limited, Units 31/32, 500 Avebury Boulevard, Milton Keynes, Buckinghamshire, MK9 2BE.**

In accordance with our aim of total customer satisfaction, we will acknowledge any complaint within 2 working days and will seek to resolve it as soon as possible thereafter.

Any consumer who is still not satisfied may contact the Direct Selling Association which operates a dispute resolution service. For details of this and of the DSA's Codes of Practice, please contact DSA, **30 Billing Road, Northampton NN1 5DQ**, tel **01604 625700** or visit the DSA website: www.dsa.org.uk

Customer Acknowledgement

Customer signature

Your local Amway ABO

ABO address:

ABO email address:

ABO Tel No. :

ABO Personal Retail page:

