

RMA INSTRUCTIONS

(Returned Merchandise Authorisation)

Amway's Customer Satisfaction Guarantee is 90 days from the date of purchase.

AEROSOL OR FLAMMABLE ITEMS ARE NOT ACCEPTED FOR RETURN – PLEASE SPEAK TO THE REGIONAL CONTACT CENTRE WHO WILL ADVISE YOU ABOUT THESE ITEMS.

Please follow these instructions to ensure the smooth processing of returns and exchanges:

- 1) Please call the Regional Contact Centre on 0800 611 611.
- 2) Have your Amway ID number and original order number ready when you call.
- 3) The Contact Centre agent will open and log a job with Post Haste Couriers on your behalf.
- 4) You will be emailed the Post Haste Consignment Note and an RMA Form to print (if you do not have access to a printer then these items will be posted to you).
- 5) Carefully pack the product you wish to return/exchange in an appropriate size box or padded bag and enclose the completed RMA Form. Seal the box/bag and attach the Consignment Note to it.
- 6) Contact your local Post Haste branch (or phone 0800 106 828) for collection.

EXCHANGES

Items to be exchanged must have the same price and PV/BV details.

When an exchange is required, follow the process above in order to return the product to Amway and complete the RMA form as required, advising what item you are returning and the replacement item required.

The exchange item will be despatched to you after Amway has received the returned product. If an item is No Longer Available (NLA) or Temporarily Not Available (TNA), we will credit/refund the item and notify you by email.

When the above return/exchange procedure is followed, Amway of New Zealand will pay the freight charges. If goods are returned other than by Amway's authorised courier company, then the cost of the return is the responsibility of the original purchaser.

IF YOU NEED FURTHER ASSISTANCE COMPLETING THE RMA FORM PLEASE CONTACT THE REGIONAL CONTACT CENTRE ON 0800 611 611.