

AMWAY™ PRODUCTS PURCHASED ON THE INTERNET & RETAIL SHOPS

You may find sellers of Amway products in unauthorised online shops and non-Amway retail shops in Australia & New Zealand. These sellers have no connection to Amway Australia/New Zealand.

Amway has built its business on the integrity and reputation of our products and IBOs. Amway Independent Business Owners (IBOs) are the only authorised sellers of Amway products.

These unauthorised sellers, especially on the internet, may appear very professional. However, Amway has not authorised them to sell our products or use our trademarks, logos and photos. These sellers do not have the product knowledge that IBOs have with their exclusive training, and they are illegally using Amway trademarks, logos and photos.

Buying from these sellers also puts you at risk of receiving products that could be used, second-hand, out-of-date, spoiled, damaged, altered or even counterfeit.

There's only one way to ensure that you are buying authentic Amway products – purchase from an authorised IBO. Please educate and protect yourself. Amway can only offer support and assistance to customers who have purchased their products directly from authorised IBOs.

As a member of the Direct Selling Association of Australia (DSAA) and the Direct Selling Association of New Zealand (DSANZ), Amway Australia & Amway New Zealand also uphold and comply with the "Protection of Consumers" provisions of the DSAA & the DSANZ Code of Conduct.

100% AMWAY SATISFACTION GUARANTEE & MANUFACTURER'S WARRANTY

Purchasing from an IBO means that your purchase comes with a 100% [Satisfaction Guarantee](#) to ensure your satisfaction with the product. So, talk to an IBO about Amway's fantastic products from one of our brands: **NUTRIWAY™**, **ARTISTRY™**, **AMWAY HOME™**, **XS™**, **BODYKEY** by **NUTRIWAY™**, etc. You will be able to learn about the products you are interested in, without any obligation to buy.

BUYING FROM UNAUTHORISED SELLERS

If your Amway product was purchased from an unauthorised seller, AMWAY will **NOT**:

- ◆ Guarantee the authenticity of the products;
- ◆ Guarantee the quality of the products;
- ◆ Accept product returns;
- ◆ Apply the Satisfaction Guarantee;
- ◆ Be responsible for any dispute over transactions between you and the unauthorised seller.

ALWAYS BUY FROM AMWAY BUSINESS OWNERS!!

IBOs bring value to customers with personal service and product knowledge gained through valuable training, education and experience. Below are some of the advantages of buying from an IBO:

- ◆ You are being serviced by someone you know and trust.
- ◆ You can receive personalised services including free consultation and recommendations, free demonstrations, etc.
- ◆ You can receive information/advice on products and usage from a knowledgeable IBO.
- ◆ In addition to your experienced IBO, you are also supported by Amway.
- ◆ Amway will honor the AMWAY® Satisfaction Guarantee and Manufacturer's Warranty.

Amway is committed to safeguarding our IBOs offering Amway products and to ensure that quality products are being delivered to customers with unique services and benefits. Amway will continue to act to protect our customers, the business opportunity, and our valued IBOs on whom millions of customers rely on for Amway's quality nutrition, beauty and home products.