

# Part 5

## Operation and Support

### Amway Taiwan Facilities

**Service Call : (03) 353-7800**

**Business Hours : Mon~Fir 8:30~18:00**

#### Taipei Office

Business Hours : Mon~Fir 9:00~12:30; 13:30~18:00  
Address : 11F, No. 168, Tun Hwa N. Rd., Taipei City  
TEL : (02) 2546-7566

#### Taipei Experience Center

Business Hours : Mon~Sun 10:00~20:00;  
Address : B1, No. 168, Tun Hwa N. Rd., Taipei City  
TEL : (02) 2547-8241

#### Amway Experience Plaza

Business Hours : Mon~Sun 10:00~20:00;  
Address: No. 139, Jinxi Rd., Luchu Township,  
Taoyuan County  
TEL : (03) 270-6168

#### Hsinchu Experience Center

Business Hours : Mon~Sun 10:00~20:00;  
Address : No. 23, Zhuangjing S. Rd., Zhubei City,  
Hsinchu County  
TEL : (03) 620-6300

#### Taichung Experience Center

Business Hours : Mon~Sun 10:00~20:00;  
Address: No. 168, Sec. 2, Wuquan W. Rd., Nantun  
Dist., Taichung City  
TEL : (04) 3701-6000

#### Tainan Experience Center

Business Hours: Mon~Sun 10:00~20:00;  
Address : No. 129-1, Sec.2 Yunghwa Rd., Tainan City  
TEL : (06) 702-6600

#### Kaohsiung Experience Center

Business Hours : Mon~Sun 10:00~20:00;  
Address : No.299, Boai 3rd Rd., Zuoying Dist.,  
Kaohsiung City  
TEL : (07) 973-6050

#### Chiayi Service Center

Business Hours : Tue~Sun 12:00~20:00;  
Address: No. 507, Chuiyang Rd., Chiayi City  
TEL : (05) 320-6030

#### Banciao Service Center

Business Hour : Tue~Sun 12:00~20:00;  
Address : 1F., No.235, Sec. 2, Minsheng Rd., Banciao  
Dist., New Taipei City  
TEL : (02) 6620-1888

#### Hualien Service Center

Business Hours : Tue~Sun 12:00~20:00  
Address : No. 519, Zhongzheng Rd., Hualien City  
TEL : (03) 835-1515

#### Kinmen Service Center

Business Hours : Tue~Sun 12:00~20:00  
Address : No. 14, Wujiangbeiti Rd., Jincheng Township,  
Kinmen County  
TEL : (082) 316-000

**To get more information of Amway Service Centers,  
please contact your sponsor or call: (03) 3537800.**

### How to Order

Currently, Amway Taiwan provides several different ordering ways for the distributors so that you can select the most suitable way to place orders. After receiving the order, Amway will soon safely deliver the products to the address of the distributor. The distributor can also choose to pick up the products at the Experience Centers. The ordering procedures and the relevant notes are as follows:

#### 1. Voice Orders:

Toll-free voice ordering number: 0800-016811  
home delivery

#### 2. Internet Orders:

<http://www.amway.com.tw>  
home delivery

#### 3. Phone Orders:

phone number:(03) 353-7900  
home delivery

**4. Fax Orders:**

fax number:(03) 322-3735

home delivery

- 5. Mail Orders:** Fill up the ordering form and send it with the receipt of the mailing remittance to Order Handling Group (address : No.139, Jinxi Rd., Luchu Township, Taoyuan County 338)

Giro account no. : 17688941

Account Title : Amway Taiwan Company Limited

home delivery

**6. Counter Orders:**

Amway Experience Centers/ Plaza

home delivery/center pick-up

**Processing Fees**

Distributors are entitled to waive the home delivery processing fee when the ordering amount (including VAT) reaches or exceeds NT\$2,000 (based on distributor price). If not, a processing fee of NT\$150 will be charged.

**Cash Vouchers**

If the ordered products are "TNA, Temporarily Not Available" or "NLA, No Longer Available" , Amway will offer cash vouchers to the distributors to assure your PV and BV. The cash voucher can be used as cash payment for Amway products; the PV and BV will be deducted then.

In the condition that the amount of TNA/NLA items exceeds NT\$5,000, Amway would automatically delete these items from the order and refund in 15 days; no more cash vouchers will be issued and the PV and BV of these items will not be counted.

## How to Renewal

Your distributor authorization is valid for one year and shall be renewed annually to maintain your distributorship; otherwise, the authorization will automatically lapse at midnight of the last day of the expiration month.

You may apply to renew authorization by submitting to Amway Taiwan the Intent to Continue Renewal Agreement along with the renewal fee NT\$500 before the due date. Your renewal may be conducted when you place order through the internet, mail, telephone, or at Experience Centers.

## Satisfaction Guarantee

**The Standard Amway Satisfaction Guarantee**

Anytime you buy an Amway product you have the right to use it for a reasonable time to determine if it is satisfactory and you want to keep it. If you decide it is not satisfactory, you may return it to the Amway distributor from whom you purchased it. The distributor will offer you the choice of replacement without charge, or full credit toward the purchase of another Amway product, or a refund of the full purchase price. This guarantee does not apply to products that have been intentionally damaged or misused.

- \* The reasonable time starting from the day when the invoice of the products was issued by Amway is no longer than 2 years.

**The 90 Days Satisfaction Guarantee (for durable products)**

If you purchase Amway Cookware or other Home Tech durable products such as eSpring or Atmosphere, you have right to use the Amway product for 90 days from date of purchase to determine if it is satisfactory and you want to keep it. If, within such 90-day period, you decide it is not satisfactory, you may return it to the Amway distributor from whom you purchased it. The distributor will offer you the choice of replacement without charge, or full credit toward the purchase of another Amway product, or a refund of the full purchase price. This Guarantee does not apply to products that have been intentionally damaged or misused.

- \* The 90 days starts from the day when the invoice of the products was issued by Amway.

**The 14 Days Hesitation Period**

If you purchase DORIAN extra virgin olive oil, R&J product series, you are entitled to a 14-day hesitation period, starting from the day when the invoice of the products was issued. Within this 14-day period, if you decide it is not satisfactory, you may return the unsealed product to the Amway distributor from whom you purchased it. The distributor will offer you the choice of replacement without charge, or full credit toward the purchase of another Amway product, or a refund of the full purchase price. This guarantee does not apply to products that have been intentionally damaged or misused.

## Product Return & Replacement Policy

	Subject of Application	Required Documents	Application Method	Refund Method
<b>Return</b>	Dissatisfaction	1. Returned Merchandise Application Form(SA112TW1) 2. Original purchase dedicated invoice	Send the required documents with the product to Amway Experience Centers/ Plaza	Refund with cash vouchers
	Over inventory		Send the required documents with the product or the Starter Kit to Amway Experience Centers/Plaza	Refund to the purchaser carried on the original invoice by bank transfer
<b>Replacement</b>	Replacement of durable products for product deficiency	1. Warranty card(user info need to be filled out) and the copy of the original purchase dedicated invoice 2. Description of product flaws	Send the required documents with the product to Amway Experience Centers/ Plaza	Replace the product by another of the same kind
	Product deficiency or package damage	1. Copy of the original purchase dedicated invoice 2. Description of product flaws		
	Subject of Application	Required Documents	Application Method	Refund Method
<b>Withdrawal</b>	Withdrawal from distributorship	1. Returned Merchandise Application Form (SA112TW1) 2. Original purchase dedicated invoice 3. Distributor card or a copy of ID card of the withdrawing distributor	Send the required documents with the Starter Kit to Amway Experience Centers/ Plaza	Refund to the purchaser carried on the original invoice by bank transfer
	Withdrawal from distributorship and return of inventory		Send the required documents with the product or the Starter Kit to Amway Experience Centers/ Plaza	

\* For items of BSMs, please refer to the latest Amway Distributor Price List.

\* If a distributor wishes to return a product which carries a free gift or premium item, both the product and the premium must be presented for return. Amway has the right to deduct the cost of the missing premium from the product refund.

<b>Unacceptable Items</b>	
	<ol style="list-style-type: none"> <li>1. BSMs and replacement parts of Home Tech durable products</li> <li>2. Products that have been intentionally damaged or misused</li> <li>3. Products that are not covered by Amway Satisfaction Guarantee</li> <li>4. Information provided is verified to be false</li> <li>5. Products that have passed the satisfaction guarantee period specified in Amway Satisfaction Guarantee counting from the date of purchase.</li> <li>6. Products of those who have ill-meaningly or intentionally abused Amway Satisfaction Guarantee</li> </ol>
	<ol style="list-style-type: none"> <li>1. BSMs</li> <li>2. NLA products or old packing products that have passed 6 months counting from the date of publication in Amagram</li> <li>3. Products of which the transparent packing film or other packaging be broken</li> <li>4. The Starter Kits that lack of blank application forms(SA88TW) due to inventory</li> <li>5. Products that are not covered by Amway Satisfaction Guarantee</li> <li>6. Products that have passed the date of expiration or have been bought for over one year counting from the date of purchase.</li> </ol>
	<ol style="list-style-type: none"> <li>1. Products that have been damaged accidentally or misused or reconstructed</li> <li>2. Products that have been used in commercial places</li> <li>3. Normal consumption/loss of products</li> </ol>
	<ol style="list-style-type: none"> <li>1. Products that have been intentionally damaged</li> <li>2. Products that have been misused</li> <li>3. Products that have been improperly stored</li> <li>4. Replacement of the product by another of different kinds</li> </ol>
<b>Buy-back Rules</b>	
	<ol style="list-style-type: none"> <li>1. Please make the application by yourself or ask a distributor of the same LOS to do it for you. Do not ask a cross-line distributor to make a withdrawal application for you.</li> <li>2. Those whose ADA number starts with 3, 4 or 5 have to return the plastic package of the Starter Kits.</li> <li>3. Those whose ADA number starts with 6 or a larger number do not need to return the paper-made package of the Starter Kits.</li> </ol>
	<ol style="list-style-type: none"> <li>1. All products (with or without PV) are eligible to apply for inventory return. Those who apply for inventory return within 30 days after the rescission of the Distributor Agreement will receive a refund of the full purchase price. Those who apply for inventory return after the termination of the Distributor Agreement will receive a refund of 95% of the full purchase price, but the prepaid bonus and value loss concerning the product in question may be deducted.</li> <li>2. Products meeting one of the following situations will be considered 100% value loss: <ol style="list-style-type: none"> <li>1) Products that have been opened and used</li> <li>2) NLA products or old packing products that have passed 6 months counting from the date of publication in Amagram</li> <li>3) Products that have passed the date of expiration</li> </ol> (Please think over the above situations when you apply for withdrawal and return of products in order to avoid from extra freight.) </li> </ol>