

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.