

## 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>