

Questions & Answers (Q&A)

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For assistance or enquiries, please email sghelpdesk@amway.com or call our Customer Careline @ +65 6550 9911.

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Purchasing Products from Amway

1. *How do I purchase quality products from Amway Singapore?*

Simply visit [Amway.sg](https://amway.sg), sign-up as an Amway Business Owner (ABO) or login to your account and start shopping for your favourite Amway products!

From now till 31 August 2020, for orders \$70 and above, delivery will be free. For orders below \$70, the delivery fee will cost \$15.

Please ensure the delivery mode, date, time and address are correct before proceeding to payment. Pick-up orders will not be available until further notice.



New Sign-ups and Renewals

2. *How can I sign-up as an ABO? If I'm an existing ABO, how do I process my renewal of membership?*

We are implementing full online ABO sign ups and renewals. Please note that payment will be transacted online, hence do not mail in any cash for payment.

Sign-ups can be done online via [Amway.sg](https://amway.sg). For renewals, please login to [Amway.sg](https://amway.sg) > Business > Individual/Group ITC > "Add to ITC".

3. *How do I get approval on re-application?*

Re-application is available online now. Please go through the normal online registration process.

4. *How do I submit resignation?*

ABO resignation will need to be submitted [via email to sghelpdesk@amway.com](mailto:sghelpdesk@amway.com) and will be processed accordingly within three (3) working days.



Promotions and Updates from Amway Singapore

5. *Where can I get updates from Amway Singapore and find out more about the ongoing promotions?*

Stay connected with us on the latest Amway updates and announcements via Telegram (t.me/AmwayCommunity)! Amway Singapore is piloting this channel to provide important updates and information for all ABOs and Customers. Find us on Amway Central Singapore ([Android](#) & [iOS](#)), [Facebook](#) and [Instagram](#) too!

Ongoing promotions can be accessed via [Amway.sg](https://amway.sg) > [Customer Support](#) > Click "Promotions & Events"

Home Delivery



6. *When will my online orders be delivered?*

We are working closely with our delivery partners to meet home delivery schedules, and given a surge in volume of deliveries, we project that there may still be a 2 – 5-day delay. An SMS will be sent to you the night before the delivery day. For assistance, please reach us at our Customer Careline @ +65 6550 9911.

7. *How do I check the status of my delivery orders?*

Simply login to Amway.sg > Profile > Order History > View your order details to retrieve Track & Trace info.

8. *Does Amway allow the option to exclude the invoice in the delivery order which the delivery is directed to customer?*

Please note that we will exclude invoice in all delivery orders w.e.f. 15 Apr 2020, Wednesday. Instead, a shipping list will be included to indicate the delivered items. ABOs are advised to access their e-Invoice via order history.

Product Returns



9. *How do we proceed with the exchange/return of unsatisfactory products during this period?*

Due to the closure of our RDC and City Shop in compliance with the elevated safe distancing measures, product exchange/return will not be available during this period. Instead, we will allow extensions of the exchange/return policy from 90 days to 120 days until further notice.

Product Repair Services (PRS)



10. *What should I do if my product requires repair? Is PRS available during this period?*

Please reach us at Telegram (t.me/AmwayRDC) to fix a PRS appointment. Our staff will advise on the details and next earliest availability.

11. *Will there be any cost incurred for PRS pick-up & return delivery?*

Yes, it will be \$30 (cash only) for pick-up & return delivery, excluding installation and uninstallation. Please reach us at Telegram (t.me/AmwayRDC) for assistance.

eSpring & SKY Trade-in Programme

12. *How does the trade-in promotion during the period?*



I. Take picture of the unit intended for trade in and send it via email to

sghelpdesk@amway.com with your ABO No.

- II. You will receive a notification email within 3 working days indicating that the TI no. is available for use in your account.
- III. Simply place your order online to enjoy the Trade In discount.
- IV. Please return the trade-in unit when RDC is back to normal operation.

Note: EPS Payment Mode Amex, POSB, DBS, and UOB cards are accepted online. Citibank and OCBC cards are not accepted online, however you may [download the LOA Form via Amway.sg](#).

Upon completion of the form, please email to sghelpdesk@amway.com and mail the original form to 1 Jalan Kilang Timor, #01-02 Pacific Tech Centre, Singapore 159303.

Nutrilite Health Experience (NHE) and Artistry Beauty Experience (ABE)



13. *How do I book my NHE and ABE appointments?*

Please note that NHE and ABE will be temporarily closed till further notice. For appointments and enquiries on Nutrilite and Artistry products, please email to sgforum@amway.com.

14. My NHE & ABE consultation vouchers expire during this period. What should I do?

We will extend the validity of our consultation vouchers by 1 month. Please reach us at sgforum@amway.com for further assistance.

Malaysian ABOs in Singapore Affected during this Period

15. *Can Malaysia ABOs purchase from Amway.sg and deliver to a Singapore address?*



For Malaysia ABOs who are staying in Singapore and would like to activate their Singapore business activity, please email to sghelpdesk@amway.com. After activation, Malaysia ABOs will need to add a Singapore delivery address in their address book before they can start using the address for delivery orders.

16. *How long is the waiting time for ABOs to get the reply from Amway on the "ACT ABO number" request?*

Due to a surge in emails, we may not be able to attend to you immediately. Kindly allow 2 - 4 working days for request sent via sghelpdesk@amway.com.

17. *Upon activation, will Malaysia ABOs still be able to login and purchase from Amway.my?*

Yes, ABOs will be able to process order from both Amway.sg and Amway.my.

18. *Can ABO leader to compile a list of MY ABO and send on behalf for "ACT ABO number"?*

Yes, please indicate the request accordingly via email to sghelpdesk@amway.com. or Telegram link (t.me/AmwayRDC)

19. *Can a Singapore Upline process a volume down order to Malaysia ABO after their Singapore business activity is activated?*

No, the Malaysia ABO will need to personally place his/her own online order.

Telegram: Amway Community



20. *What is this Telegram Public Channel all about?*

Amway Singapore is piloting this channel to provide important updates and information for all ABOs and Customers. Simply click on t.me/AmwayCommunity and tap 'Join' to subscribe to the channel.

21. *Will we be verifying if the subscriber is an ABO or Customer?*

This public channel is intended for ABOs and customers who find updates from Amway Singapore useful. Similar to our [Facebook](#) & [Instagram](#), there will be no verification to those who have joined/subscribed to the Telegram channel. We hope to leverage on this channel to push important updates and useful content to ABOs and customers moving forward.

SleepJoy Products



22. *When will my SleepJoy products be delivered?*

Kindly note that order fulfilment for SleepJoy products will be suspended until further notice due to the Movement Control Order implemented in Malaysia.