

BEST PRACTICES MESSAGE FROM RULES OF CONDUCT

**IMPORTANT
NOTICE****Unauthorized Retail Sales
– Shops and Online****AMWAY™ PRODUCTS ON THE INTERNET & RETAIL SHOPS**

You may find sellers of Amway products in online shops/marketplaces (e.g. Lazada, Shopee and Carousell) and non-Amway retail shops. These sellers have no connection to Amway Malaysia, Amway Singapore, nor Amway Brunei. **Amway Business Owners (ABOs) are the only authorised sellers of Amway products. Amway has built its business on the integrity and reputation of our products and ABOs.**

These unauthorised sellers, especially on the Internet, may appear very professional. However, Amway has not authorised them to sell our products nor use our trademarks, logos and photos. These sellers do not have the product knowledge that our ABOs have, 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Buying from these sellers also puts you at risk of receiving products that could be used, second-hand, out-of-date, spoiled, damaged, altered or even counterfeit. To ensure that you are buying authentic Amway products – purchase from an authorised ABO. **Please educate and protect yourself.** Amway can only offer support and assistance to customers who have purchased their products directly from authorised ABOs.

As a member of the Direct Selling Association of Singapore (DSAS), Amway Singapore also upholds the “Consumer Protection” provisions under Singapore Multi-level Marketing and Pyramid Selling (Prohibition) Act and the DSAS Code of Ethics and Conduct.

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**IMPORTANT
NOTICE****Unauthorized Retail Sales
– Shops and Online****100% AMWAY SATISFACTION GUARANTEE & MANUFACTURER'S WARRANTY**

Purchasing from an ABO means that your purchase comes with a 100% Satisfaction Guarantee to ensure your satisfaction with the product, while additional protection is offered via Amway's warranty programmes for durable products (<https://www.amway.sg/en/compliance/policy/manufacturing-warranty>). So, talk to an ABO about Amway's fantastic products from one of our brands:

The logo for NUTRILITE features a green square icon with a white leaf design to the left of the word "NUTRILITE" in a bold, green, serif font.The logo for ARTISTRY consists of the word "ARTISTRY" in a light grey, sans-serif font.The logo for Amway home features the word "Amway" in blue with a red underline, followed by a green leaf icon and the word "home" in a green, sans-serif font.The logo for bodykey features the word "bodykey" in a grey, sans-serif font, with a green leaf icon integrated into the letter "y".The logo for XS features the letters "XS" in a white, stylized font, set against a yellow and orange gradient background.

Learn about the products you are interested in without any obligation to buy.

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**IMPORTANT
NOTICE****Buying from
Unauthorised Sellers**

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

- Guarantee the authenticity and quality of the product;
- Accept product returns or complaints about product-related issues;
- Apply the Amway Satisfaction Guarantee or Manufacturer's Warranty;
- Be responsible for any dispute over transactions between you and the seller/platform

Always Buy from ABOs!

ABOs bring value to customers in the form of personal service and product knowledge gained through valuable training, education and experience. Below are some of the advantages of buying from an ABO:

- You are being serviced by someone you know and trust.
- You will receive personalised services including free consultation, recommendations and demonstrations, etc.
- You will receive information/advice on product(s) and usage from a knowledgeable ABO.
- You will receive new, authentic and quality product(s) that have been properly transported and stored.
- In addition to your experienced ABO, you are also supported by Amway.
- Amway will honour the Amway™ Satisfaction Guarantee and Manufacturer's Warranty.

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

来自营业守则的最佳作业规范信息

重要告示

未经授权的零售 – 商店和网购

在互联网上和零售商店的安利™ 产品

您可能发现有人在线上商店/市场(例如Lazada, Shopee 和 Carousell)以及非安利的零售店售卖安利产品。这些销售者和马来西亚安利、新加坡安利或汶莱安利毫无关系。**安利企业家(ABOs)是安利产品的唯一授权经销商。安利是凭着我们的产品与ABO的完整性和信誉而建立这份事业的。**

这类未经授权的售卖者，尤其在互联网上经营者，看起来可能十分专业。无论如何，安利却未曾授权他们售卖我们的产品或使用我们的商标、标志和照片。这些销售者不像我们的ABO那样掌握产品知识，他们是在非法使用安利的商标、标志和照片。

向这些商家购买可能使您面对风险，因为您收到的产品可能是被人用过的、二手的、过期的、坏掉的、破损的、被窜改过的，或是冒牌货。为了确保您买到货真价实的安利产品 – 请向授权的ABO购买。**请让自己掌握知识并保护自己。**安利只能为那些直接向授权ABO购买产品的顾客们提供支援与协助。

身为新加坡直销协会(DSAS)的成员之一，新加坡安利也维护新加坡多层次行销和金字塔销售(禁止)法令和DSAS营业守则为准则的‘消费者保护’条文。

来自营业守则的最佳作业规范信息

重要告示

未经授权的零售 - 商店和网购

100%安利满意保证及制造商的保用期

向ABO购买意味着您所买的产品附有100%满意保证，以确保您对该产品感到满意，而安利也通过保修计划为耐用产品(<https://www.amway.sg/en/compliance/policy/manufacture-warranty>)提供额外保障。因此，找一位ABO谈谈关于安利提供的以下其中一个超群出众品牌的产品吧：

 NUTRILITE™ ARTISTRY™ Amway home bodykey XS

多了解您感兴趣的产品之详情，未必非买不可。

来自营业守则的最佳作业规范信息

重要告示

向未经授权的销售者购买

若您的安利产品是向非安利授权的销售者/平台购买，安利**恕不**：

- 保证该产品的真实性与品质；
- 接受产品的退货或跟产品有关的课题之投诉；
- 履行安利满意保证或制造商的保用条款；
- 对您和销售者/平台之间的交易所产生的任何纠纷负责。

只向ABO购买!

ABO是以提供个人服务以及通过宝贵的培训、教导和经验所吸取的产品知识这类形式，把价值带给顾客。以下是向ABO购买产品的一些优点：

- 为您服务的是您所认识及信任的人。
- 您所获得的个人化服务包括免费咨询、建议与示范等。
- 知识丰富的ABO将为您提供有关产品及其用法的信息/忠告。
- 您收到的是全新的、真实无虚的优质产品，它们都经过妥善运输及储存。
- 除了您那位经验丰富的ABO之外，您还获得安利公司的支援。
- 安利将会履行安利™ 满意保证及制造商的保用条款。

安利全心全意捍卫售卖安利产品的ABO以及确保把优质产品传递给顾客，让他们享有独特服务与效益。安利将继续采取行动以保障：我们的顾客、这份创业良机以及我们尊贵的ABO，因为有数百万名顾客都依靠他们获取安利优质的营养、美容及家居产品。