

Smart Ordering Programme Terms & Conditions

1. WHO CAN SUBSCRIBE

The Smart Ordering Programme (SOP) is an automated payment facility that is offered to Amway Singapore Amway Business Owners (ABOs) and Amway Privileged Customers (APCs) to conveniently order selected Amway products and charge them to the ABO/APC 's respective credit/debit card for the stated period.

Amway Malaysia ABO who has activated their business activity in Singapore and has a residential address in Singapore are eligible to subscribe to the SOP plan(s) in Singapore.

The subscription of SOP and ordering of its selected Amway products are only available ONLINE via Amway (Singapore) Pte. Ltd 's website www.amway.sg.

2. PAYMENT

Only Visa, Master and AMEX credit/debit card payments are accepted. The registered credit/debit card must be active during SOP enrollment. This requires ABOs/APCs to enter their credit/debit card details online (if not already done so) for payment. Payment through Online Banking (eNETS), Buy Now Pay Later (BNPL), Zero Interest Payment Plan (ZIPP) and Easy Payment Plan (EPP) are NOT accepted.

Each SOP plan offers a 6-month programme. Upon subscription, ABOs/APCs agree and authorise Amway (Singapore) Pte. Ltd. to charge to the registered credit/debit card and deliver the selected SOP subscription to them each month for a period of 6 months.

Upon successful subscription of SOP, the SOP orders will be processed within one working day after the subscription date. The SOP orders will only be delivered once payment is received successfully.

Amway (Singapore) Pte. Ltd. is under no obligation to deliver products if the authorised credit/debit card(s) has expired, exceeds monthly limit, inactive or terminated. Amway (Singapore) Pte. Ltd. reserves the right to modify or terminate the SOP at its sole discretion.

For any failed payment, Amway (Singapore) Pte. Ltd. will give a grace period of 14 days to make payment MANUALLY. Failure to do so will warrant an automatic termination of SOP.

3. AUTO RENEWAL

Auto renewal refers to the continuation of your SOP plan upon every completion of the stated period – 6 months, until you turn it off. Auto Renewal will be turned on when subscribing to an SOP plan by default. You can turn off your Auto Renewal any time before the last subscription has been processed.

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Auto-Renewal option can't be changed once the last subscription has been processed.

4. CANCELLATION

ABO/APC subscribers can opt to cancel their signed-up SOP anytime (at least 2 days prior to the card charging date).

Early cancellation will disqualify ABO/APC subscribers from all future SOP benefit(s).

Cancellation of each SOP plan is without any penalty. Upon cancellation, the SOP will not be re-activated. ABO/APC will need to subscribe again for a new SOP cycle.

5. DELIVERY

Free delivery is available for all SOP subscriptions unless otherwise stated.

SOP orders are delivered. Pick up at Nutrilite @ Aperia Mall is not available.

ABO/APC subscribers will need to provide a delivery address. If a delivery address is not specified, the ABO/APC subscriber's registered address will be used as the delivery address for the SOP orders.

If the date of delivery falls on a rest day (Sunday or public holiday), the shipment will be made based on the [delivery schedule](#).

6. PRODUCTS

No switching of SOP plan once the SOP has started.

Volume down for SOP products is NOT ALLOWED.

Products purchased through SOP are NON-RETURNABLE/REFUNDABLE.

Note: Please be advised that the BodyKey Meal Replacement, when added as add on product, the flavour cannot be modified throughout the SOP subscription period.

If there are any products under SOP which states as "Backorder", ABO/APC can continue to subscribe to the plan. However, payment will be deducted as per scheduled processing day. Available products will be delivered accordingly. Backordered products will be delivered once stocks are replenished.

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If there are any products under SOP which states Temporary Not Available (TNA), ABO/APC can continue to subscribe to the plan. However, payment will be deducted when stocks are replenished, and products will be delivered after payment is successful.

In the event that any product(s) subscribed under SOP plan or optional add on product(s) are No-Longer Available (NLA), the SOP plan will be cancelled, and all future SOP benefit(s) will not be eligible. ABO/APC will need to subscribe for a new SOP plan, starting from Cycle 1 Month 1.

7. SOP PROFILE

Changes to your SOP payment method, delivery address or processing day can be made online by editing your SOP Profile.

Add on products are optional, with a maximum of 2 quantities per item SKU allowed for each SOP subscription. Amway Product eCoupon will be rewarded based on a maximum of 2 quantities per SKU item.

ABO/APC subscribers can modify their details up to two day before the order processing day of their SOP order. For example:
ABO/APC subscribers can make changes to their delivery address and/or credit/debit card details. The change will be reflected and effective in the next order and to all subsequent orders if no further changes are made.

8. BENEFIT(S)

	Cycle 1	Cycle 2 & onwards (with auto-renewal)
Duration per cycle	6 months	6 months
Benefits	<u>Month 6:</u> Receive an Amway Product eCoupon worth 100%* of the value. PV & BV reduced accordingly at redemption of eCoupon.	<u>Month 6:</u> Receive an Amway Product eCoupon worth 120%* of the value. PV & BV reduced accordingly at redemption of eCoupon.

*eCoupon value based on subscribed SOP Plan AP value.

Amway Product eCoupon is issued and available in the ABO/APC account once successful payment is made in the stated month of SOP subscription. Validity of each Amway Product eCoupon is 60 days from issue.

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Amway Product eCoupon(s) can be used in regular purchases at amway.sg and Nutrilite @ Aperia Mall. Multiple Amway Product eCoupons from SOP are allowed at one time check out at amway.sg or Nutrilite @ Aperia Mall. Amway Product eCoupon(s) is not applicable to SOP subscriptions/orders.

SOP purchases are not valid with any ongoing promotion or offer, i.e. Purchase with Purchase (PWP) or Gift with Purchase (GWP) or with any other related promotions during the programme period.

“Postpone” refers to the postponement of SOP plan to the following month. A one-time “Postpone” is allowed for each cycle. Kindly email the Call Center at sghelpdesk@amway.com or call (65) 6550 9911 on the request. Upon successful postponement, SOP orders will be resumed and processed in the next month.

9. PRICE

Amway (Singapore) Pte. Ltd. reserves the right to change the prices of its products without any prior notice.

10. FREE – ABO & APC RENEWAL

This promotion is valid for all Singapore ABOs and APCs.

This promotion will be valid from 1 October 2024 from 10am onwards.

To qualify for free ABO and APC membership renewal, the SOP subscription must remain active during the member's expiry month in the promotion period.

For ABO and APC membership expiry and SOP first subscription fall on the same month, subscription must be done before 20th of the month to enjoy the free renewal.

There will be no \$10 renewal eCoupon provided under this programme.

Platinum and above are enjoying auto-renewal through an auto-deduction from their bonus account. Upon successful renewal, a \$10 Renewal eCoupon will be issued.

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The terms and conditions herein are not exhaustive. Amway (Singapore) Pte. Ltd. reserves the right to add, modify or delete any of the above terms and conditions without any prior notification.

Amway (Singapore) Pte. Ltd. reserves the right to amend the Rules and Regulations/Terms & Conditions of this programme without prior notification.