



Frequently Asked Questions

Nutriline Loyalty Programme (NLP) FAQs

1. What is the Amway Loyalty Programme (ALP)?

The Amway Loyalty Programme allows you to enjoy an ONLINE standing order on your credit or debit card to purchase selected Amway products for 6 consecutive months with great incentives!

2. What is the Nutrilite Loyalty Programme (NLP)?

Under the Amway Loyalty Programme, we bring you the Nutrilite Loyalty Programme (NLP). Under the NLP, you will get to order your favourite Nutrilite products for 6 consecutive months with great benefits!

3. What are the products offered under the Nutrilite Loyalty Programme (NLP)?

The Nutrilite products offered are:

- Nutrilite DOUBLE X™ REFILL [1x] + Nutrilite All Plant Protein [1x] + BodyKey™ by Nutrilite Meal Replacement Shake (Chocolate/Vanilla/Café Au Lait) [2x]

4. How does the Nutrilite Loyalty Programme (NLP) work?

Subscribe at regular purchase price for the 1st month, then from 2nd – 5th month, you are entitled to enjoy 2.5% off on your regular purchase price each month. On the final (6th) month, you will enjoy 50% off on your regular purchase price.

5. How do I subscribe to the Nutrilite Loyalty Programme (NLP)?

Joining the NLP is easy. Login to www.amway.sg > Shopping > Amway Loyalty Programme > Select your favourite Nutrilite products from the product listing page > Pay with your Credit/ Debit Card > Enjoy 2.5% off from 2nd to 5th month and enjoy 50% off on the 6th month > Enjoy Free Delivery to your doorstep every month. Once your order is made, you are subscribed to the NLP and the NLP products will be set up for automatic payment deduction every month for 6 months.

6. Will the 2.5% off and 50% off affect my PV & BV?

For 2.5% off, only BV is adjusted accordingly. As for the 50% off, both PV and BV are adjusted accordingly.

7. Do I have to achieve minimum purchase amount of S\$200 to receive free delivery?

No. You will enjoy FREE Delivery with any purchase of products under the NLP.

8. Can I choose to pick up the NLP products from Amway shops?

No, only ONLINE orders are available.

9. What are the payment methods available?

Only credit/ debit card payments are accepted. Payment through online banking is NOT allowed.

10. Will my card be charged for 6 months full payment (in one single transaction) once I am subscribed to NLP?

No. Your card will only be charged monthly when you subscribe to the programme but your first month payment must be successful for the programme to continue. So, there are NO one-off payments.

11. How do I know that my NLP subscription is successful?

You will receive an SMS on payment confirmation and an email notifying your successful NLP subscription. You will also receive an SMS and email for any failed payment transactions. The SMS and email for failed payment will only be sent ONCE to notify you.

12. What should I do when I receive an SMS notifying that my payment has failed?

The 1st monthly payment must be successful for the NLP to continue. If your first monthly payment has failed, you will not be able to subscribe to the programme. For any failed payment from the 2nd to the 6th month, Amway (Singapore) Pte Ltd will attempt to charge your credit/debit card up to a maximum of 3 times after 24 hours of order placement. If it is still unsuccessful, ABO will need to login to amway.sg to update their payment/card details and MANUALLY click to reprocess the payment before the next order cycle payment date. Failure to do so will warrant an automatic termination of NLP.

For the 6th month, if payment is still unsuccessful by the last day of the month (before 12.00am of the following day), your NLP subscription will be auto-cancelled and the order will be discarded as it is the end of the programme.

13. If I've subscribed to more than one NLP plan, how do I identify which NLP plan payment has failed?

Each of the NLP plan that you've subscribed will have a unique Plan ID. This Plan ID will be indicated in the payment failure SMS and email that is sent to you. You may use this Plan ID to identify which NLP plan payment has failed and act accordingly.

14. Will Malaysian ABOs living/working in Singapore be able to order NLP from www.amway.sg?

Yes. For Malaysia ABOs to purchase from Amway Singapore, you will firstly have to activate your account for Singapore activity by purchasing at least one time over the counter at the Amway Singapore City Shop or Regional Distribution Centre.

Thereafter, you may use the online service for both pick up order and delivery order. For delivery order, you will have to add a Singapore delivery address in your address book first before you can start your ordering.

15. How long is the duration of this programme?

The duration of the NLP programme is 6 months for each selected product.

16. When do I get my offer/ incentive for my subscribed SKU/ plan?

You will start to enjoy 2.5% off from regular purchase price starting from the 2nd month upon your successful subscription and enjoy 50% off from the regular purchase price in the final (6th) month.

17. When will the delivery for my first order arrive?

Your first order will be delivered within 2 working days after your NLP subscription is successful.

18. When will the delivery for my subsequent orders arrive?

Your subsequent orders will be delivered on the same day of the month as your first order. Example: If your order-date is on 31st January, your subsequent order will arrive on 28th February.

For delivery dates that fall on public holidays or Amway Singapore closure dates, please refer to the revised delivery schedule listed on the Latest News section of www.amway.sg

19. Can I combine other delivery orders with my NLP purchase?

No, you cannot combine your NLP order with other delivery items.

20. Can I cancel my NLP after I have subscribed?

Yes, you can cancel your subscribed NLP anytime (at least 2 days prior to the card charging date for the next order cycle). However, any cancellations will result in disqualification of all your NLP offers/incentives.

21. Will there be any cancellation fees?

No.

22. Can I partially cancel my NLP?

No partial cancellation is allowed. Cancellation of the NLP programme is applicable for the whole programme.

23. Can I re-activate my NLP after any cancellation?

After cancellation, your NLP WILL NOT be re-activated. You will have to subscribe again for a new NLP cycle.

24. How many NLP SKU(s)/ plan(s) can I subscribe to?

You can subscribe to as many SKU(s)/ plan(s), as you like but **ONLY ONE** SKU/plan per order at a time. Combining SKU(s)/plan(s) in one order is not allowed.

25. Why am I not able to combine several NLP SKUs/ plans in one order?

This is to allow flexibility to amend credit/debit card details and/or delivery address for each order, if necessary.

26. Can I increase quantity of chosen subscribed products during the duration of the programme?

Before your subscription to the NLP, you can increase the quantity of the SKU/plan that you would like to order. However, once you have successfully subscribed to the programme, and the programme has started, you will NOT be able to increase the quantity of the SKU/plan.

27. Why am I not able to view my unconfirmed NLP plan in my shopping cart?

Your unconfirmed NLP plan will not be reflected in your normal shopping cart. To view your unconfirmed plan, please go to “My Account” tab > Amway Loyalty Programme > ALP Cart. For further details, please download our ‘Subscription Guide to NLP’ from www.amway.sg > Knowledge > Product Resources > Amway Loyalty Programme.

28. How can I update my delivery address or credit/ debit card for each of my NLP order?

Once you have clicked “Add to ALP” on the selected plan, you will be directed to the “ALP Cart” page to confirm your selected products, delivery address and credit/debit card. Click on the “Edit” button to select your preferred delivery address and credit/debit card. If you wish to add a new credit/debit card, you may click on the “Add New Card” button.

29. How do I add in new delivery address?

You can add in new delivery address under “My Account” tab > Address Book > Add New Address.

30. Can I change my delivery address or payment card for my subscribed NLP order?

Yes, you can. Login to your account, under the “My Account” tab > Amway Loyalty Programme > My ALPs, go to your plan/ SKU which you would like to edit, click on the “Manage” button and change your new delivery address or payment card. Your new delivery address or payment card will be reflected in the next order cycle.

31. Can I volume down my subscribed NLP to my downlines?

No, volume down for NLP products are NOT ALLOWED.

32. Can I view my subscribed NLP orders?

Yes. You can view your orders under “My Account” > Amway Loyalty Programme > My ALPs. For order details, you may click on the order number that appears under each month-completed order cycle.

33. Can I view my downlines’ ALP orders?

Yes. You can view them under “My Account” > Amway Loyalty Programme > My Downline ALPs and key in your downline ABO ID to view.

34. Upon successful NLP subscription, coincidentally, there is a Nutrilite promotion happening in that month, can I still participate in that promotion?

NLP plans are not included in the qualifying items for any ongoing Nutrilite promotions.

35. How do I return products purchased under NLP?

Products purchased under NLP are **NON-RETURNABLE and NON-REFUNDABLE.**

36. Can I switch plans or change the flavor of the products in the plan during the duration of my NLP?

NO. You will have to cancel your current NLP plan and subscribe to a new NLP cycle.

37. Will my next credit/debit card charging be on the same date as my subscription date each month?

It is usually charged on the same date. If it is not charged, please allow a minimum of 2 days from your subscription date.

38. Can I use any other Nutrilite promotion coupons on top of my NLP order to get more discounts?

No. NLP is independent from any ongoing Nutrilite promotion offers. NLP purchases are not valid with any ongoing promotion or offer, i.e. PWP/GWP or with any other marketing-related promotions during the programme period.

39. Why is Amway Singapore only offering 1 Nutrilite Combo to choose from?

Amway Singapore is piloting the Amway Loyalty Programme with the current Nutrilite combo to understand our ABOs' and consumers' needs. There are plans to offer more products in the near future. If you have feedback on the Amway Loyalty Programme that you wish to share, please write in to sghelpdesk@amway.com. Thank you.