

# Amway (Singapore) Pte Ltd

## SERVICE POLICY

For Amway Business Owners to Retail Customers

### SERVICE POLICY STATEMENTS

You are deemed to have read, understood and accepted the following policies (collectively called the **Service Policy**). For purposes of clarity, **Amway (Singapore) Pte Ltd** shall be referred to as “**The Company**”, the **servicing Amway Business Owner** shall be referred as “**The ABO**” and the **retail customers** shall be referred as “**Customer**” hereinafter.

#### 1. Commitment to Service Quality Excellence

- We have a highly visible trait for quality excellence and innovation.
- We provide you with services to meet your requirements and satisfaction at all times. Wherever possible, we try to exceed your expectations.
- We strive to ensure that our quality of service to you will continually be enhanced for your pleasure and benefit.
- The Company ensures that the services rendered and products offered are of satisfactory quality as defined in the **Sales of Goods Act S14 (2)** and **Lemon Law in the Consumer Protection (Fair Trading Act)**.
- The ABO accords a cooling-off period of 7 working days (exclusive of Saturdays, Sundays, and all Public Holidays) commencing from the next working day of the purchase, to allow Customers to seek full refund of payment made if they do not wish to purchase the products or proceed with the services offered or both. The products returned must be unused and unopened in their original packaging.

#### 2. Professional Ethics and Business Practices

- The Company and the ABO adopt fair and ethical business practices as well as accurate marketing communications at all times.
- The Company is responsible for the conduct and representations made by its ABOs.

#### 3. Deposit

- The Company and its ABOs do not accept any deposits.

## SERVICE POLICY STATEMENTS

### 4. Exchange and Refund

- The ABO allows exchange of defective products in line with the 7-days cooling-off period for the Customer and on the condition that the product purchased is in its original packaging (unused and unopened) and accompanied by the receipt.
- All refunds to the Customer will be made out by the ABO in Cash upon Customer's completing of the Customer Refund Form.
- All refunds will be made out in Singapore Dollars.

### 5. Product Warranty

- iCook™, Queen™ Cookware and Multi-purpose Kitchen Shears are covered by LIFETIME manufacturer's defect warranty, subject to terms and conditions specified on the warranty card/ product manual.
- ATMOSPHERE SKY™ is covered by FIVE years manufacturer's defect warranty, subject to terms and conditions specified on the warranty card/ product manual.
- ATMOSPHERE™ Air Purifier is covered by TWO years manufacturer's defect warranty, subject to terms and conditions specified on the warranty card/ product manual.
- eSpring™ Water Treatment System is covered by TWO years manufacturer's defect warranty, subject to terms and conditions specified on the warranty card/ product manual.
- ATMOSPHERE DRIVE™ Car Air Treatment System is covered by ONE years manufacturer's defect warranty, subject to terms and conditions specified on the warranty card/ product manual.
- Other applicable charges for product services are included in the Customer Pricelist which is available to the public on the company website, [www.amway.sg](http://www.amway.sg).

### 6. Sales Vouchers

- The ABOs do not offer Sales Vouchers for redemption to the Customers.

### 7. Pricing Policies

#### Policy on Discounted Pricing

- The ABO does not offer direct discounts to the Customer.

#### Payment Mode

- Payment may be made in Cash only to the ABO.
- All payments have to be made out in Singapore Dollars.

## SERVICE POLICY STATEMENTS

### **Pricing Accuracy**

- The Company and its ABOs are committed to the avoidance of over or undercharging.
- To ensure accuracy of charging, the ABOs will clearly communicate the Company's recommended retail price to Customers and in the Customer's Receipt.
- The Company will also clearly indicate any additional charges for extra services, if any, that may be incurred by the Customer.

### **8. Delivery Services**

- The ABO does not provide delivery services.

### **9. Confidentiality**

- The ABOs will safeguard, according to strict standards of security and confidentiality, any information the Customer shares with the ABO. The ABO will limit the collection and use of the Customer's personal particulars/information for the purpose of completing the current and future smooth delivery of services.

### **10. Receipts**

- The ABO shall issue to the Customer a Customer Receipt for each and every payment made to the ABO.

### **11. Feedback Mechanism**

The Company welcomes Customers' feedback at anytime and should Customers have any issue of concern, please contact us immediately. Feedback channels include:

- Face-to-face feedback: Amway (Singapore) Pte Ltd, Jalan Kilang Timor #02-02 Pacific Tech Centre Singapore 159303.
- Call: 6550 9911, Mondays to Fridays: 9.00 a.m to 7.30 p.m and Saturdays: 11.00 a.m to 3.00 p.m.
- Written feedback via email to [sghelpdesk@amway.com](mailto:sghelpdesk@amway.com)

The Company will investigate and act to resolve areas of concerns. Its interim response is within 3 working days. Depending on the complexity of the case, our time taken to resolve the complaint is within 21 working days. If the Company is unable to solve the complaint amicably, it will with your mutual consent refer to CASE Mediation Centre and or other mutually agreed mediation channels.

## SERVICE POLICY STATEMENTS

### **12. Marketing Communications**

In respect of marketing communications, the Company ensure that the marketing collaterals it provides contain sufficient and accurate information on Prices, Quality, Availability and Terms of Sales. The Company reserves the right to change the price or other information after the collaterals are published and these changes will be reflected on The Company's website ([www.amway.sg](http://www.amway.sg)).

13. The ABO is allowed to conduct lucky draws, contest and other self-run marketing campaigns, subject to (1) approval from the relevant authorities/ bodies and compliance to their regulations and requirements AND (2) prior approval from the Company.

### **14. Miscellaneous**

- The Company reserve the right to change, amend, insert or delete any of the terms and conditions, or policies as the case may be, without prior notice.