Who are CaseTrust and the DSAS?

CaseTrust is the accreditation arm of the Consumers Association of Singapore (CASE), and is the de facto standard for companies who wish to demonstrate their commitment to fair trading and transparency to consumers. Their stringent assessment programme differentiates good businesses from the rest, and assures consumers on the integrity of their business transactions. Businesses are required to go through a declaration and thorough evaluation process before they can be accredited as Case Trust Members.

The Direct Selling Association of Singapore (DSAS) is a trade association comprising of legitimate and reputable direct selling companies in Singapore. The DSAS code of ethics and conduct which member companies abide by, is used to regulate the industry standards and enhance positive brand image.

Amway Singapore has been a member of DSAS since our inception in 2002.

What is the accreditation benefits for Amway Singapore and ABOs?

Being jointly accredited by CaseTrust and DSAS will enhance the image of Amway Singapore as a credible and trustworthy business, while distinguishing ABOs as being part of a professional direct selling organization that is committed to excellence in product and service quality. It will also inspire consumer confidence and trust in the Amway business.

Some of Amway Singapore’s key business practices include:

1. Seven-working day cool-off period (excludes Saturdays, Sundays and Public Holidays) for consumers who purchase from ABOs, during which consumers may seek full refund of payment made.
2. An order form at the time of sale, with clear and accurate contact details of the ABO.
3. A well-defined complaint mechanism put in place by the business to address disputes.

How does the accreditation affect your Amway business?

With the CaseTrust Mark, consumers can now identify Amway Singapore as a reliable and trustworthy organization with good business practices. They can be assured of better consumer protection and transparency and purchase products with greater confidence from our ABOs.

Frequently Asked Questions

Who are CaseTrust and the DSAS?

CaseTrust is the accreditation arm of the Consumers Association of Singapore (CASE), and is the de facto standard for companies who wish to demonstrate their commitment to fair trading and transparency to consumers. Their stringent assessment programme differentiates good businesses from the rest, and assures consumers on the integrity of their business transactions. Businesses are required to go through a declaration and thorough evaluation process before they can be accredited as Case Trust Members.

The Direct Selling Association of Singapore (DSAS) is a trade association comprising of legitimate and reputable direct selling companies in Singapore. The DSAS code of ethics and conduct which member companies abide by, is used to regulate the industry standards and enhance positive brand image.

Amway Singapore has been a member of DSAS since our inception in 2002.

What is the accreditation benefits for Amway Singapore and ABOs?

Being jointly accredited by CaseTrust and DSAS will enhance the image of Amway Singapore as a credible and trustworthy business, while distinguishing ABOs as being part of a professional direct selling organization that is committed to excellence in product and service quality. It will also inspire consumer confidence and trust in the Amway business.

Some of Amway Singapore’s key business practices include:

1. Seven-working day cool-off period (excludes Saturdays, Sundays and Public Holidays) for consumers who purchase from ABOs, during which consumers may seek full refund of payment made.
2. An order form at the time of sale, with clear and accurate contact details of the ABO.
3. A well-defined complaint mechanism put in place by the business to address disputes.

How does the accreditation affect your Amway business?

With the CaseTrust Mark, consumers can now identify Amway Singapore as a reliable and trustworthy organization with good business practices. They can be assured of better consumer protection and transparency and purchase products with greater confidence from our ABOs.
消协保证标志和新加坡直销协会是什么？

消协保证标志是由新加坡消费者协会推出的对保证认证，这是一个由新加坡政府颁发的标志，旨在鼓励商业从业者提供公平交易及按质定价的高标准商品和服务。消协保证标志是消费者在购买商品时的一个重要参考。

消协认证对安利新加坡和安利企业家有何好处？

获得消协认证将提升安利新加坡的商业形象和信誉，同时区分安利企业为专业、服务卓越及值得信赖的商业品牌。

安利新加坡的商业惯例包括：

- 给予消费者（非安利企业家）购买产品前17个工作日的冷却期（不包括周六、日及公众假日），但须在购买后30天内退回产品。
- 在退回产品前填写一份订单表单，清楚及准确地注明退货的理由。
- 实行公正透明的退款机制，让商家能够有效处理投诉。

消协认证将如何对我的事业造成影响？

有了消协保证标志，消费者可以信赖安利新加坡的商业行为和商业道德，消除消费者的顾虑，帮助企业建立和保持良好的商业声誉。