



WARNING

UNAUTHORIZED RETAIL SALES – SHOPS AND ONLINE

AMWAY™ PRODUCTS ON THE INTERNET AND RETAIL SHOPS

For over two decades, Amway in the Philippines has strengthened its business presence and reputation on the integrity of our products and the conduct of our distributors. This has not only afforded our Amway Business Owners (ABOs) safety and confidence in conducting their business, but also inspired confidence in our consumers knowing that our products are never less than what we say they are.

As a member of the Direct Selling Association of the Philippines (DSAP), Amway Philippines staunchly upholds and complies with the Consumer Act of the Philippines (R.A. 7394) provision of the DSAP Code of Conduct.

You may find sellers of Amway products in online shops (Amazon®, eBay®, Taobao®, Etsy®+, Lazada, Ensogo, Galleon.ph, Shopee, Carousell, and Facebook, among many) and non-Amway retail shops in the Philippines. These sellers have no connection to Amway Philippines – only ABOs are the authorized sellers of our products.

These unauthorized sellers, especially on the internet, may appear very professional. However, Amway has not authorized them to sell our products or use our trademarks, logos and photos. These sellers do not have the product knowledge that ABOs have, and are illegally using Amway trademarks, logos and photos. Purchasing from unauthorized sellers comes with the high risk of receiving products that may be counterfeit, second-hand, used, expired, damaged, or altered.

Buying from ABOs not only offers you the assurance that the product you bought is authentic, but in doing so, you also put yourself at an advantage of being covered by our 100% Satisfaction Guarantee, which entitles you to our return policy and warranty programs. Amway can only offer support and assistance to customers who have purchased their products directly from authorized ABOs.

We would like to invite everyone to join us in our crusade to protect all consumers, our hardworking ABOs, and the Amway business opportunity against these acts, which will tarnish not only the integrity of our business model and our products, but the reputation and livelihood of Amway Business Owners who derive their full-time income from selling our high-quality products.





100% AMWAY SATISFACTION GUARANTEE & MANUFACTURER'S WARRANTY

Purchasing from an ABO means that your purchase comes with a 100% Satisfaction Guarantee with the [Amway Promise](#) to ensure your satisfaction with the product. Additional protection is offered via Amway's warranty programs for durable products.

So, talk to an ABO about Amway's fantastic products from one of your brands: NUTRILITE™, ARTISTRY™, ARTISTRY Exact Fit™, eSpring™, XS™, BODYKEY by NUTRILITE™, L.O.C™, DISH DROPS™, PURSUE™, SA8™, APSA-80™, NUTRIPLANT™, G&H™, GLISTER™, SATINIQUE™, MIYU™, etc. You will be able to learn about the products you are interested in, without any obligation to buy.

BUYING FROM UNAUTHORIZED SELLERS

If your Amway product was purchased from an unauthorized seller, AMWAY will **NOT**:

- Guarantee the authenticity of the products;
- Guarantee the quality of the products;
- Accept complaints about product-related issues;
- Accept product returns;
- Apply the Satisfaction Guarantee;
- Be responsible for any dispute over transactions between you and the unauthorized seller and/or the unauthorized platform.

ALWAYS BUY FROM AMWAY BUSINESS OWNERS

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 personalized services including free consultation and recommendations, free demonstrations, etc.
- You will receive information and advice on products and usage from a knowledgeable ABO.
- You will receive new, authentic and quality products that have been properly transported and stored.
- In addition to your experienced ABO, you are also supported by Amway.
- Amway will honor the AMWAY™ Satisfaction Guarantee and Manufacturer's Warranty.

Amway is committed to safeguarding our ABOs offering Amway products and to ensure that quality products are being delivered to customers with unique services and benefits. Amway will continue to





act to 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.

Should you find any Amway products posted in online shops by unauthorized or suspicious sellers, please let us know by submitting a screenshot of the webpage and its corresponding link to Aileen Gragera, BCR Supervisor for Amway Philippines. You may reach her at Aileen.Gragera@Amway.com.

Thank you for helping us uphold our values with your continued vigilance.



Amway Philippines, L.L.C.
Cafe and Shop, GF and 2nd Floor, Head Office, 4th Floor Kentek Bldg., 828 A. Arnaiz Ave.,
San Lorenzo Village, Makati City 1223 • T: +632-8148181 | F: +632-8929254
www.amway.com.ph