



AVON
REWARDS

REACH FOR THE STARS

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Updated July 2022

EXPLAINING **AVON REWARDS**

WHAT IS AVON REWARDS

Avon Rewards is an exciting benefits programme to recognise Reps for your hard work and loyalty.

It offers five amazing levels, each with its own set of discounts and benefits, so there's something for every Rep.

The five levels are:

- **Bronze Star**
- **Silver Star**
- **Gold Star**
- **Platinum Star**
- **VIP Star**

Avon Rewards is a quarterly programme based on your own sales, so you take your own steps to success. We look at your sales over a quarter and those sales determine your Rewards level and benefits over the next quarter.



HOW DOES AVON REWARDS WORK?

All our Reps are part of Avon Rewards and the programme runs over four quarters during a year.

The quarters are spring (January, February, March), summer (April, May, June), autumn (July, August, September) and winter (October, November, December).

You'll receive a Rewards level based on your quarterly sales. This means:

- We add up your sales over a quarter
- Based on those quarterly sales, we give you a Rewards level
- You'll then receive all the benefits for that Rewards level in the next quarter, including a fixed discount which will apply to all your sales during those three months.

WHAT QUARTERLY SALES DO I NEED TO ACHIEVE TO REACH EACH REWARDS LEVEL?

- Quarterly sales between £1 and £249 – you'll be a Bronze Star
- Quarterly sales between £250 and £549 – you'll be a Silver Star
- Quarterly sales between £550 and £1,299 – you'll be a Gold Star
- Quarterly sales between £1,300 - £3,499 – you'll be a Platinum Star
- Quarterly sales over £3,500 – you'll be a VIP Star

WILL MY QUARTER BE BASED ON WHEN I JOIN/JOINED AVON?

Quarters are fixed and the same for all Reps.

The fixed Avon Rewards quarters are spring (January, February, March), summer (April, May, June), autumn (July, August, September) and winter (October, November, December).

There is a special programme for new Reps (called Kick Start) before they join the full Avon Rewards programme (see the New Representatives section for how this will work).

CAN YOU SHOW ME HOW CAMPAIGNS FIT WITHIN THE QUARTERS?

SPRING QUARTER	SUMMER QUARTER	AUTUMN QUARTER	WINTER QUARTER
January February March	April May June	July August September	October November December
Campaigns: 1, 2 & 3	Campaigns: 4, 5 & 6	Campaigns: 7, 8 & 9	Campaigns: 10, 11 & 12

CAN I MOVE UP AND DOWN THE REWARDS LEVELS?

Yes. Your Rewards level is based on your quarterly sales, so there's an opportunity to progress between the levels every three months.

WHAT HAPPENS IF I REACH THE REQUIRED SALES FOR AN AVON REWARDS LEVEL BEFORE THE END OF THE QUARTER, CAN I GET THOSE BENEFITS EARLIER?

You'll only move to your next Rewards level at the end of each quarter.

If you reach the required sales for another level early in the quarter, why don't you look at our support and trackers on Avon Connect and see if you can progress even further with Avon Rewards.



DOES AVON REWARDS HAVE ANYTHING TO RECOGNISE TOP SELLERS?

It certainly does. If you sell more than £3,500 in a quarter you'll hit our top level of Avon Rewards and be a VIP Star.

But there's more. Our top sellers also have an opportunity to enter our Hall of Fame.

The Hall of Fame is for those who reach the very top of the Avon Rewards tree. If you sell more than £35,000 during 2022, you'll be in the Hall of Fame in 2023. And once you're there you'll have access to holidays, events, an Avon Beauty Council and more!

WHAT BENEFITS ARE AVAILABLE AT EACH AVON REWARDS LEVEL?

Here's an overview of your benefits at each level:



It's time to reach for the stars, embrace the power of beauty and reap the rewards.

Whether you are reaching for Bronze Star or VIP Star, check out all that's on offer to reward and celebrate **YOU** every step of the way. Earn this quarter and reap the rewards the following quarter.

	BRONZE STAR	SILVER STAR	GOLD STAR	PLATINUM STAR	VIP STAR
Your quarterly sales	£1 - £249	£250 - £549	£550 - £1,299	£1,300 - £3,499	Over £3,500
Fixed discount for the next quarter	15%	20%	25%	30%	32%
Avon Rewards Hub*	100 points	200 points	500 points	1000 points	2000 points
Free deliveries each campaign	1	2	3	5	8
Brochure discount	Special brochure prices available at each Reward level - see your Rep or Sales Leader website for full details				
Beauty packs* (with colour, skincare and fragrance options)	1 Demo Pack	2 Demo Packs	1 Beauty Pack	2 Beauty Packs	3 Beauty Packs
Avon Social Pro*		1 month free subscription	1 month free subscription	1 month free subscription	3 month free subscription
Unlock exclusive access to the Training Academy*		✓	✓	✓	✓
First time recognition and gift		✓	✓	✓	✓



HALL OF FAME Will your name be in our Hall of Fame? An exciting opportunity for our top sellers to earn even more rewards throughout the year.

*Rewards awarded quarterly.

ARE ALL REPS PART OF AVON REWARDS?

Yes - that's one of the great things about Avon Rewards. Before we introduced Avon Rewards we only had recognition for our new Reps and our top sellers. But we think all our Reps are important, so Avon Rewards provides benefits to all Reps, along with an opportunity to progress through the Rewards levels and earn more benefits.

I AM A NEW REP, WILL I BE PART OF AVON REWARDS?

New Reps can kick start their Avon business with Kick Start, a special programme which is part of Avon Rewards. See the New Representatives section for more information.

HOW WILL I KNOW WHAT MY AVON REWARDS LEVEL IS OR SEE HOW I AM TRACKING TOWARDS THE NEXT LEVEL?

There is a tracker on the home page of your Rep and Sales Leader websites, which shows your current sales and which Avon Rewards level you are tracking for.

WHAT HAPPENS IF A REP HAS BECOME INACTIVE, HOW DO THEY REJOIN AVON REWARDS?

The great thing about Avon Rewards is that it's over a quarter, so if you have some time off during that quarter you will still have the opportunity to push your sales and hit a Rewards level.

If you are inactive for more than three months and are reinstated, you'll rejoin on a fixed 15% until the start of the next quarter. When you enter that next quarter, your Avon Rewards level and discount will be based on your sales over the period between you rejoining and the end of the quarter.

Here's an example - Laura has been inactive and rejoins in February. In February and March she will be a Bronze Star and earn 15% on her sales. When we enter the next quarter (April, May, June) Laura's Rewards level and discount will be calculated based on her sales during February and March.

WHAT SUPPORT IS AVAILABLE TO HELP ME PROGRESS TO A HIGHER REWARDS LEVEL?

Check out Avon Connect, where there is lots of Avon Rewards training, including trackers which help you understand what you need to do to progress between levels.

TAP TO ENLARGE

DO I NEED TO SIGN AN AGREEMENT TO BE PART OF AVON REWARDS?

No, you won't need to sign any special agreement to join Avon Rewards. Your Avon Agreement, which you sign when joining Avon, remains in place.

WILL I RECEIVE FIRST TIME RECOGNITION IN AVON REWARDS?

We will be recognising you when you reach a Rewards level for the first time.

You will only receive this recognition when you reach a Rewards level for the first time. If you subsequently move to a lower level, then go back up to the same Rewards level, you wouldn't get the recognition again. Recognition will only be offered once at each new level, it will not be an annual benefit.

ARE THE VALUE OF RETURNS DEDUCTED FROM AWARD SALES?

Yes, returns are deducted from award sales.

WHAT HAPPENS IF I ORDER PRODUCTS IN ONE QUARTER, BUT THE RETURN IS IN THE NEXT QUARTER?

Your returns will be deducted from award sales in the quarter when you submit your request for credit.

ARE REPS RECOGNISED FOR THEIR LONG SERVICE WITH AVON?

Yes, we recognise Reps for their long service through the Avon Rewards Hub. All Reps achieving 40 years of service will be awarded with 3,000 Hub points. They'll then get another 3,000 points at every additional five years of services (45, 50, 55 etc).

ARE MY ACCOUNT LIMITS AND PAYMENT TERMS BASED ON MY AVON REWARDS LEVEL?

Yes, your account limits and payments are based on your Avon Rewards level and can be seen on the table.

YOUR AVON REWARDS LEVEL	YOUR QUARTERLY SALES	YOUR ACCOUNT LIMIT	YOUR PAYMENT TERMS
 BRONZE STAR	UNDER £250	£350	13 DAYS
 SILVER STAR	£250 - £549	£550	13 DAYS
 GOLD STAR	£550 - £1,299	£1,300	30 DAYS
 PLATINUM STAR	£1,300 - £3,499	£2,000	30 DAYS
 VIP STAR	OVER £3,500	£5,000	30 DAYS

AVON REWARDS

TAP TO ENLARGE

YOUR REWARDS DISCOUNTS

IS MY DISCOUNT PART OF AVON REWARDS?

Yes. Your discount is fixed on all your sales across a quarter as part of Avon Rewards.

We add up your sales over a quarter to give you a Rewards level. You'll then get that Reward level discount on all your sales in the next quarter.

Remember our quarters are spring (January, February, March), summer (April, May, June), autumn (July, August, September) and winter (October, November, December).

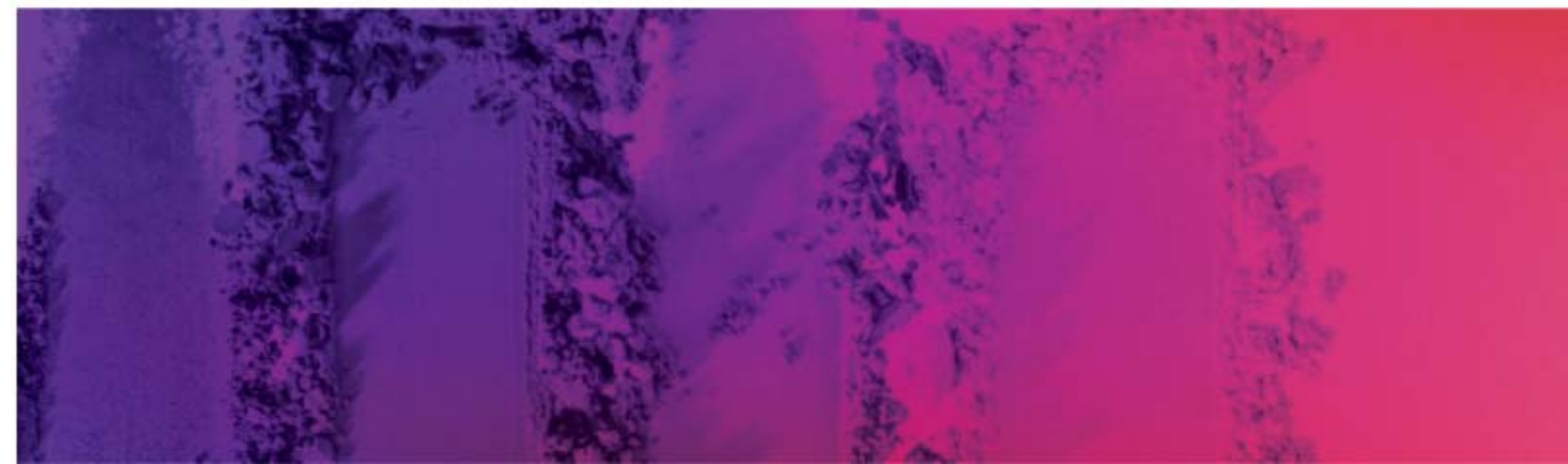
To keep it simple, your discount will apply on sales across all brochures (except First Look where it is 30% for all Reps).

WHY ARE YOU BASING DISCOUNT ON QUARTERLY SALES?

Avon Rewards is a programme which is based on quarters, which is why discounts are fixed for the same quarterly period.

Working across a quarter gives you longer to smash your sales, make the most of the seasons, then keep the benefits and discounts for longer too!

It gives you the flexibility to run your business the way you want. You might take a holiday, but then still have lots of time to push your sales over the rest of the quarter.



WHAT DISCOUNT WILL I RECEIVE EACH QUARTER?

The discount you receive will be based on your Avon Rewards level – it will either be 15%, 20%, 25%, 30% or 32%. Here's an overview:

REACH FOR THE STARS AND REAP THE REWARDS WITH OUR FIVE DISCOUNT LEVELS

We'll add up your **quarterly sales** and, based on those, you'll get a **Rewards level** and **benefits** which **apply to all your sales across the next quarter**.

 BRONZE STAR	 SILVER STAR	 GOLD STAR	 PLATINUM STAR	 VIP STAR
Your quarterly sales: Under £250 per quarter	Your quarterly sales: £250 - £549 per quarter	Your quarterly sales: £550 - £1,299 per quarter	Your quarterly sales: £1,300 to £3,499 per quarter	Your quarterly sales: Over £3,500 per quarter
Your discount in the next quarter: 15%	Your discount in the next quarter: 20%	Your discount in the next quarter: 25%	Your discount in the next quarter: 30%	Your discount in the next quarter: 32%
	<small>(That's average sales of around £84 per campaign to be a Silver Star)</small>	<small>(That's average sales of around £184 per campaign to be a Gold Star)</small>	<small>(That's average sales of around £434 per campaign to be a Platinum Star)</small>	<small>(That's average sales of around £1,167 per campaign to be a VIP Star)</small>

Our quarters are spring (January, February, March), summer (April, May, June), autumn (July, August, September), winter (October, November, December). We'll add up your sales in a quarter and your discount will then apply to all your sales the next quarter. The campaign figure shown is only a guide to help you understand what you'd need to sell on average each month in order to hit your quarterly Rewards target.

AVON REWARDS

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WILL I RECEIVE A FIRST LOOK DISCOUNT?

We offer a 30% First Look discount for all Reps. There may be times when branded items in First Look have a fixed discount which is different to the 30%, plus not all tools and samples are discounted in First Look.

HOW WILL I SEE THE 30% FIRST LOOK DISCOUNT APPLIED?

Your demo price shown in First Look already contains the 30% reduction.

WHAT DO YOU MEAN WHEN YOU SAY MY DISCOUNT IS FIXED FOR THE QUARTER?

As part of Avon Rewards your discount is fixed over a quarter (so it stays the same for three months rather than changing by campaign as it did before Avon Rewards).

This gives you the opportunity to grow your earnings over a longer period and to keep top discounts for longer too!

Your Avon Rewards level will determine your fixed discount for the quarter and you will receive that fixed discount on all your sales over the three months:

- If you're a Bronze Star – you'll get 15% on all your sales in that quarter
- If you're a Silver Star – you'll get 20% on all your sales in that quarter
- If you're a Gold Star – you'll get 25% on all your sales in that quarter
- If you're a Platinum Star – you'll get 30% on all your sales in that quarter
- If you're a VIP Star – you'll get 32% on all your sales in that quarter



I'M STILL NOT SURE WHAT YOU MEAN WHEN YOU SAY MY REWARDS LEVEL WILL BE BASED ON MY QUARTERLY SALES, CAN YOU EXPLAIN MORE?

Of course, say hello to Joanne! Joanne has sales of £800 over the winter quarter (October, November and December).

This means Joanne is a Gold Star and will receive Gold Star benefits in the next three months (January, February, March - the spring quarter). As a Gold Star, Joanne will also have a fixed 25% discount on all her sales in January, February and March.

During the spring quarter (while Joanne is enjoying her Gold Star status and benefits) she grows her business and has sales of £1,400.

This means Joanne will move up a Rewards level and become a Platinum Star in the summer quarter (April, May, June). She will receive Platinum Star benefits for those three months - including a fixed 30% discount on her sales.

WILL I RECEIVE A DISCOUNT ON MY SALES / BE PAID EVERY CAMPAIGN?

Yes - your discount will be applied every campaign, it's just the amount of discount that is fixed for the quarter.

WILL THERE BE FIXED DISCOUNT OFFERS ON SOME BRANDED PRODUCTS?

Yes, we will offer fixed discounts on branded products from time to time.



YOUR REWARDS BENEFITS

WHAT BENEFITS ARE AVAILABLE AT EACH AVON REWARDS LEVEL?

Here's an overview of your benefits at each level:



It's time to reach for the stars, embrace the power of beauty and reap the rewards.

Whether you are reaching for Bronze Star or VIP Star, check out all that's on offer to reward and celebrate **YOU** every step of the way. Earn this quarter and reap the rewards the following quarter.

	BRONZE STAR	SILVER STAR	GOLD STAR	PLATINUM STAR	VIP STAR
Your quarterly sales	£1 - £249	£250 - £549	£550 - £1,299	£1,300 - £3,499	Over £3,500
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Brochure discount	Special brochure prices available at each Reward level - see your Rep or Sales Leader website for full details				
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Avon Social Pro*		1 month free subscription	1 month free subscription	1 month free subscription	3 month free subscription
Unlock exclusive access to the Training Academy*		✓	✓	✓	✓
First time recognition and gift		✓	✓	✓	✓



Will your name be in our Hall of Fame? An exciting opportunity for our top sellers to earn even more rewards throughout the year.

*Rewards awarded quarterly.

TAP TO ENLARGE

HOW CAN I FIND OUT MORE ABOUT EACH OF THE BENEFITS?

We explain more about each benefit on the following pages.

YOUR REWARDS BENEFITS - DELIVERIES

HOW MANY FREE DELIVERIES WILL I RECEIVE?

You'll get free deliveries every campaign - the higher your Reward level, the more free deliveries you'll receive. A minimum £35 order is required for each free delivery.



**1 FREE
DELIVERY
EVERY
CAMPAIGN**



**2 FREE
DELIVERIES
EVERY
CAMPAIGN**



**3 FREE
DELIVERIES
EVERY
CAMPAIGN**



**5 FREE
DELIVERIES
EVERY
CAMPAIGN**



**8 FREE
DELIVERIES
EVERY
CAMPAIGN**

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HOW MUCH WILL I PAY IF I'VE USED ALL MY FREE DELIVERIES?

Standard and additional orders will be £1.50 (for orders with a value over £35).

WILL ALL THE OPTIONAL DELIVERY CHOICES - CHOOSE YOUR DAY, SATURDAY, EXPRESS - BE AVAILABLE?

Yes, you can still opt for these services. They carry different fees, which are detailed on your Rep website.

*All deliveries, including free deliveries, are subject to a 50p fuel surcharge.

YOUR REWARDS BENEFITS - THE REWARDS HUB

HOW CAN I EARN REWARD POINTS?

You can earn points every quarter through Avon Rewards.

- Bronze Star = 100 points
- Silver Star = 200 points
- Gold Star = 500 points
- Platinum Star = 1000 points
- VIP Star = 2000 points

You can also earn points in other ways - look out for the opportunities to boost your points balance through the year!

WHERE CAN I FIND ACCESS TO THE HUB?

There will be a link to the Hub on the Avon Rewards tracking section of your Rep and Leader websites.

DO I NEED TO SET UP AND ACCOUNT OR LOG IN WHEN I CLICK THE LINK?

No, it's so simple. You will be taken straight through to your personal Rewards Hub account.

CAN I LOG IN TO THE HUB VIA AVON ON?

Yes, you'll also find a link in Avon ON taking you to the Rewards Hub..

WHERE CAN I SEE HOW MANY REWARD POINTS I HAVE?

Your current points balance will be shown in the Rewards Hub.

CAN I SAVE UP MY POINTS?

Yes! You can build up your points balance over time.

WILL MY POINTS EXPIRE?

No. Your points will be available to you whilst your Avon account is open. Your Avon account will be closed if you have not placed an order in 12 campaigns/12 months.

HOW CAN I SPEND MY REWARD POINTS?

You can redeem your points against vouchers, products and experiences and you can also choose to donate them to one of the Avon charity partners. The choice is yours! You can browse all that's on offer by going into the relevant section via the homepage or the links on the side bar in the points pages.

WHAT IF I DON'T HAVE ENOUGH POINTS TO ORDER MY CHOSEN REWARD?

No need to worry. If your available balance is less than the cost of your chosen reward, then you can top-up your balance using a personal credit or debit card.

WHERE CAN I SEE WHAT REWARD POINTS I HAVE RECEIVED?

Go into the Points Earned section and you will find a list of all the Reward points that have been credited to your points account.

WHERE CAN I SEE WHAT I HAVE ORDERED?

Go into the Points Redeemed section and you will find a statement showing all the things you have ordered.

WHEN WILL I RECEIVE MY CHOSEN REWARD?

You'll be able to see delivery details when you order your vouchers, products or experiences via the Hub. We expect you'd receive vouchers within 2-3 working days, while products will be between 7-15 working days.

CAN I CANCEL MY ORDER?

If you order vouchers, then these cannot be cancelled or returned once issued. Products cannot be cancelled once they have been dispatched. In the event you need to cancel your order before it's dispatched, please reach out to the Hub Helpdesk at avonrewardshub@xexec.com.

WHAT DO I DO IF I NEED TO RETURN MY REWARD?

You are not able to return vouchers once they have been issued. Products can only be returned if damaged or an incorrect item has been received. Reach out to the Hub Helpdesk via avonrewardshub@xexec.com if you need to return an item.

SHOULD I CONTACT THE RELATIONSHIP CENTRE WITH QUERIES ABOUT THE REWARDS HUB?

No, you shouldn't contact the Relationship Centre as they will not have access to your Hub account. Instead, we have a dedicated Avon Rewards helpdesk to answer all your Hub and points queries (see below for details).

WHAT DO I DO IF I HAVE A QUESTION NOT ANSWERED ABOVE?

Get in touch with us at the Avon Rewards Hub Helpdesk if you need any help with:

- Redeeming your points
- Your points balance
- Finding your way around the Hub
- Delivery enquiries about your order

Here's how you can reach us at the Avon Rewards Hub Helpdesk: Call us on **020 4538 9286**. Lines are open 24/7(excluding Bank Holidays)

Email us at avonrewardshub@xexec.com

The Hub Helpdesk team can only help with questions about the Avon Rewards Hub. If you need to contact Avon for any other queries, call the Relationship Centre on **0333 234 5678**.



YOUR REWARDS BENEFITS - BROCHURES

WHAT PRICE WILL I PAY FOR BROCHURES?

Your brochure bundle prices will be based on your Rewards level.

You'll see the options available for your level when you place your brochure order.

You can order as many brochure bundles as you want. For example, if you're a Bronze Star and want 30 brochures, you could order a bundle of 20 and two bundles of 5.

WILL THERE BE A SINGLE BROCHURE CHARGE?

If you want to order a single brochure you can do so and it will cost 50p. Avon no longer sends out single brochures unless you have ordered one.

WILL BROCHURES COUNT TOWARDS AWARD SALES?

Yes.

**YOUR BROCHURE PRICES
BASED ON YOUR REWARDS LEVEL**

You can order brochures in bundles of 5 and you can order as many bundles as you want - the more you order the cheaper your brochure prices! You can also order a single brochure for 50p. Here's your brochure prices.

BRONZE STAR	SILVER STAR	GOLD STAR	PLATINUM STAR	VIP STAR
5 brochures £4.50	5 brochures £4.50	5 brochures £3.75	5 brochures £3.50	5 brochures £3.00
10 brochures £8.50	10 brochures £8.50	10 brochures £7.50	10 brochures £7.00	10 brochures £6.00
20 brochures £16.50	20 brochures £16.50	20 brochures £15.00	20 brochures £14.00	20 brochures £12.00
30 brochures £24.50	30 brochures £24.50	30 brochures £22.50	30 brochures £21.00	30 brochures £18.00
40 brochures £32.50	40 brochures £32.50	40 brochures £30.00	40 brochures £28.00	40 brochures £24.00
50 brochures £40.50	50 brochures £40.50	50 brochures £37.50	50 brochures £35.00	50 brochures £30.00

Prices valid from Campaign 11 July 2022.

AVON REWARDS

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YOUR REWARDS BENEFITS - BEAUTY AND DEMO PACKS

HOW DO I SELECT MY AVON REWARDS BEAUTY AND DEMO PACKS?

You can select beauty and demo packs each quarter - they're full of fabulous Avon products or samples. You can share them with customers or use as a treat for yourself, the choice is yours! The quantity of packs you receive will depend on the Rewards level you have achieved. You can claim them each quarter via the links which are shared in your quarterly Rewards emails, or via the buttons below for your level:



CAN I SWAP THE BEAUTY PACK I HAVE RECEIVED FOR A DEMO PACK?

No, it won't be possible to do this.

WHEN WILL I RECEIVE MY BEAUTY OR DEMO PACKS?

We will review and upload pack selections weekly (on a Monday). Every Monday we'll upload your selection to your Rep account so that your pack/s will arrive along with your next Rep order. This may take at least 12 hours to process.

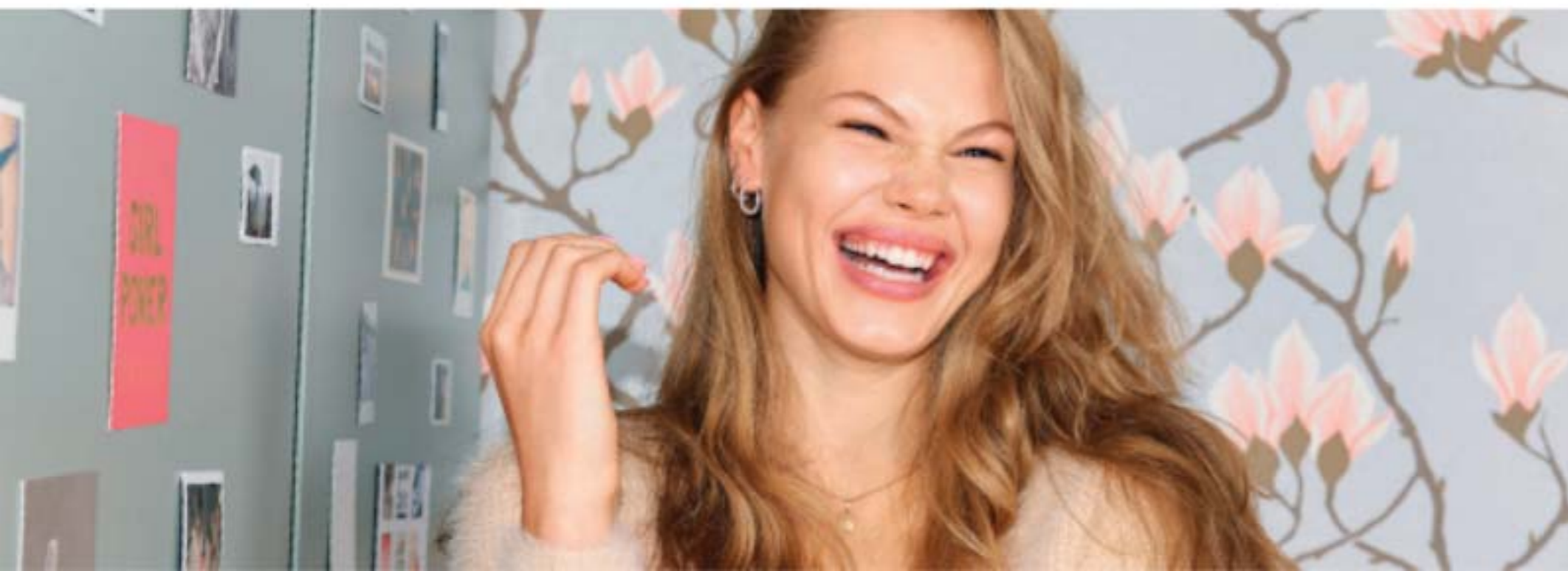
I'M A DIGITAL ONLY REP AND DON'T ORDER VIA THE REP WEBSITE. HOW WILL I RECEIVE MY PACK/S? We'll arrange to send your pack/s direct to your delivery address.

HOW LONG DO I HAVE TO ORDER MY PACK/S?

You'll be able to select your pack/s once you receive confirmation of your Avon Rewards level for the quarter. You will have all quarter to order your pack/s, but we'd recommend doing it in the first campaign of the quarter so you have your hands on your amazing Avon products and can get samples out to your customers.

WILL THERE BE A TRAINING CARD TO SUPPORT THE BEAUTY AND DEMO PACKS?

Yes, a link will be provided with your pack/s.



YOUR REWARDS BENEFITS - AVON SOCIAL PRO

WHICH AVON REWARDS LEVELS WILL RECEIVE A SUBSCRIPTION TO AVON SOCIAL PRO?

Silver, Gold and Platinum Stars will receive a one month free subscription to Avon Social Pro, while VIP Stars will receive three months.

WHAT DO I GET AS PART OF MY AVON SOCIAL PRO UPGRADE?

Every Representative in the UK gains free access to the Suggest Posts section of Avon Social, which gives you a weeks' worth of pre-written posts in minutes.

With Avon Social Pro you will gain access to more advanced features as shown below.

 AVON Social	BASIC	PRO
Social Media Account Limit	3 Accounts	Unlimited
Suggested Posts	Yes	Yes
Create Your Own Posts	No	Yes
Image Galleries	No	Yes
Video Galleries	No	Yes
Image Creator	No	Yes
Statistics	No	Yes
Scheduled Post Publishing + Embedded URLs	Yes	Yes

HOW DO I CLAIM MY AVON SOCIAL PRO SUBSCRIPTION?

Your one month or three month subscription will automatically start on the first day of the quarter. Simply log into <https://uk.avon.social/login> and you will gain access to Avon Social Pro features.

I ALREADY HAVE A SUBSCRIPTION FOR AVON SOCIAL PRO, WHAT DO I NEED TO DO?

If you already have a subscription for Avon Social Pro, your one month or three month allowance will be automatically added to the end of your current subscription rather than starting at the beginning of the quarter. For example, if your current subscription ends on January 22nd, it will now be extended to February 22nd (one month free) or April 22nd (three months free).

I PAY FOR ANNUAL SUBSCRIPTION, WHAT DO I NEED TO DO?

As above, your one month or three month allowance will be automatically added to the end of your current subscription rather than starting at the beginning of the quarter. For example, if your current subscription ends on July 22nd, it will now be extended to August 22nd (one month free) or October 22nd (three months free).

HOW WILL I FIND OUT MORE ABOUT MY SUBSCRIPTION?

At the start of each quarter, you'll receive an email from Avon confirming your Rewards level and benefits. After this, you'll also get a separate email from our Avon Social partner Retortal explaining your Avon Social Pro benefit.

WHAT HAPPENS AT THE END OF MY FREE SUBSCRIPTION?

If you are an existing Avon Social Pro user, your payments will continue as usual once your subscription ends.

If you are not an existing Avon Social Pro user, your account will revert to Basic and you then have the option to upgrade back to Pro if you wish.

WHO DO I CONTACT IF I HAVE ANY QUESTIONS REGARDING AVON SOCIAL?

Please email the Avon Social Team at support@avon.social or chat direct via the blue chat button on Avon Social.

YOUR REWARDS BENEFITS - TRAINING ACADEMY

WHAT'S THE TRAINING ACADEMY?

From Silver Star and above you'll be able to access our Training Academy, where you'll get exclusive and tailored support based on your individual level. You'll also be able to unlock special Avon Connect content by your Rewards level once you reach Silver Star or above.

WILL BRONZE STARS STILL BE ABLE TO ACCESS AVON CONNECT?

Absolutely, we'll have a range of support and training for our Bronze Stars. Once you progress to Silver Star or above you'll be able to unlock even more Avon Connect content which is exclusive to your level.

HOW WILL I KNOW WHICH TRAINING ACADEMY SESSIONS I'VE UNLOCKED EACH QUARTER?

We'll add the details to the email you receive at the start of each quarter which confirms your Avon Rewards level.



WHAT IS THE HALL OF FAME?

The Hall of Fame is an annual recognition programme for top selling Reps, who can unlock benefits such as holidays, event and a place on the new Avon Beauty Council.

WHEN DID THE HALL OF FAME LAUNCH?

The Hall of Fame is an annual programme which officially launched in January 2022. Reps who achieve £35,000 for more in sales during 2022 will be in line for Hall of Fame benefits in 2023.

WHAT BENEFITS WILL I RECEIVE IN 2023 AS A HALL OF FAME MEMBER?

- A luxury trip to Thailand for the top 50 Hall of Fame achievers - you really do want to be on the plane!
- Top 10 achievers get a second place on the plane, with a guest able to join them on the luxury trip
- National recognition event - we can't wait to celebrate your success
- Membership of the new Avon Beauty Council - you'll get sneak peeks of Avon products, be the first to hear Avon news and have opportunities to meet Avon's top team
- A special Hall of Fame training event
- Exclusive campaign calls just for Hall of Fame members
- Will you be featured on our Wall of Fame - the top five Hall of Fame achievers get their name in lights at Head Office

Already hit £35,000 this year? Well done you! We'll make sure you're invited to exclusive campaign calls each month during 2022 before you get your full Hall of Fame benefits next year!

WILL THE HALL OF FAME INCLUDE EVENTS, SUCH AS RECOGNITION DINNERS?

Yes, there will be a national recognition event, Avon Beauty Council meetings and training..

ARE ANY HALL OF FAME BENEFITS AVAILABLE IN 2022?

Any Reps who achieved more than £35,000 in 2021 will have unlocked early access to some Hall of Fame benefits during 2022 - the Avon Beauty Council, exclusive campaign launch calls and training. Those who have unlocked these benefits will be contacted in January 2022.

WHAT IF I DIDN'T ACHIEVE THE £35,000 SALES TARGET IN 2021, WILL I GET A CHANCE TO GET ANY HALL OF FAME BENEFITS DURING 2022?

Reps achieving £35,000 in 2021 have received early access to some Hall of Fame benefits in 2022. As soon as a Rep hits £35,000 in sales during 2022 they'll be eligible for the Hall of Fame benefits in 2023. We'll also review new £35k achievers every quarter during 2022 and (if you're not already enjoying early access to some Hall of Fame benefits in 2022) we'll invite you to the exclusive campaign launch calls for the rest of the year.

WHAT IS THE AVON BEAUTY COUNCIL?

It's a new, exclusive group for our top sellers. We'll share the gossip on all things Avon, including what's new and a sneak peek of what's coming up. You'll get access to Avon's top team and opportunities to take part in focus groups which help shape the Avon business.

HOW OFTEN WILL THE BEAUTY COUNCIL MEET IN 2022?

We're planning three Beauty Council meetings in 2022. We hope to hold two of these face-to-face and one virtually. Our first meeting was held in May.

HOW WILL I GET INVITES TO THE BEAUTY COUNCIL AND EXCLUSIVE CAMPAIGN LAUNCH CALLS?

We'll contact achievers and let you have all the details.

WHERE CAN I FIND HALL OF FAME T&CS?

T&Cs for the 2022 Hall of Fame programme are available on the Hall of Fame page on your Rep and Sales Leader website.



NEW REPRESENTATIVES

IS THERE A PROGRAMME FOR NEW REPS AS PART OF AVON REWARDS?

Yes, new Reps join our Kick Start programme for their first three months with Avon.

The programme aims to help Reps kick start their Avon Business. We want to make their first few months with Avon super special and give them the best start possible!

HOW DOES A NEW REP JOIN AVON REWARDS KICK START?

You'll be automatically enrolled into the Kick Start programme and will receive details in your welcome emails.

WHAT DISCOUNT AND BENEFITS WILL A NEW REP RECEIVE AS PART OF KICK START?

Here's what you'll receive as part of Kick Start:

- Four levels with discount and benefit opportunities:
 1. LEVEL 1 - Sales under £99.99 = 15%
 2. LEVEL 2 - Sales of £100 - £199.99 = 20%
 3. LEVEL 3 - Sales of £200 - £999.99 = 25%
 4. LEVEL 4 - Sales of £1,000+ = 30%
- Two free deliveries every campaign (minimum order £35)
- Access to demo and beauty packs each month, dependent on your level achieved
- Discounted brochures
- 500 points to spend on the Avon Rewards Hub when you receive customer direct delivery sales over £30
- Plus, you can earn back the cost of your Welcome Kit when you reach your goals!

You'll get full details in your **New Rep Welcome Guide** and **welcome emails**.

HOW WILL THE DISCOUNTS WORK ON AVON REWARDS KICK START?

A new Rep will have four discount opportunities in Kick Start:

- Level 1 = 15%
- Level 2 = 20%
- Level 3 = 25%
- Level 4 = 30%

A discount level will be applied each campaign based on the new Rep's sales. It will be applied to all sales in that campaign. There will be no inherited or carry over discounts in Kick Start. When a new Rep moves into the full Avon Rewards programme their discount will begin to be applied quarterly.

WHAT SALES DO I NEED TO ACHIEVE TO GET DEMO AND BEAUTY PACKS?

Each month, as part of Kick Start, you'll have the opportunity to get your hands on demo and/or beauty packs. Perfect for getting your hands on Avon samples and products to share with customers!

- Achieve Level 2 and you can choose one of our demo packs
- Achieve Level 3 and you can choose one of our beauty packs
- Achieve Level 4 and you can choose two of our beauty packs

You'll have this opportunity every campaign during Kick Start.

WHAT LEVEL DO I NEED TO ACHIEVE TO GET THE COST OF MY WELCOME KIT BACK?

If you ordered the **Welcome Kit** when you joined, you'll get the money back when you hit **Level 2** in your first campaign.

If you ordered the **Ultimate Welcome Kit** when you joined, you'll get the money back when you hit **Level 3** in your first campaign.

WHAT HAPPENS WHEN I FINISH KICK START?

All new Reps start their Avon journey on the three-month Kick Start programme. At the end of those three months, they'll move on to the full Avon Rewards. Their first Avon Rewards level will be determined by their sales in their first three months.

HOW DOES A REP MOVE FROM KICK START INTO THE WIDER AVON REWARDS PROGRAMME?

This will happen automatically – a Rep won't need to do anything. At the end of the Kick Start programme they'll receive a Rewards level and benefits based on their sales during their first three months on the Kick Start programme.

WHAT HAPPENS IF A REP JOINS MID-MONTH, DOES THEIR THREE MONTHS ON KICK START OFFICIALLY BEGIN THEN?

The month a Rep joins Avon counts as their first month in the Kick Start programme, regardless of the date they joined.

If a Rep joins in mid-February, for example, their time on the Kick Start programme would be February, March and April.

WHAT HAPPENS IF A REP JOINS MID QUARTER, HOW WILL THEY RECEIVE THEIR FULL AVON REWARDS?

Regardless of when a new Rep joins us, they'll start their first three months on the Avon Rewards Kick Start programme.

At the end of those three months, they will then move on to the full Avon Rewards programme. Their first Avon Rewards level will be determined by their sales in their first three months. If they move on to Avon Rewards midway through a quarter, here's an example of what will happen:

1. New Rep joins Avon in February.
2. New Rep is part of Avon Rewards Kick Start in February, March and April.
3. New Rep's overall sales in February, March and April give them their first Avon Rewards level.
4. New Rep moves into Avon Rewards at start of May and gets their first Avon Rewards level for the rest of the summer quarter (May and June).
5. New Rep's Rewards level for the autumn quarter (July, August, September) will be based on their full summer quarter (their overall sales in April, May, June).

WHERE CAN I FIND OUT MORE ABOUT KICK START?

You'll find everything you need to know about Kick Start, including T&Cs and FAQs, on your Rep and Sales Leader websites (it's under the Incentives section on your home page).



SALES LEADERS

HOW CAN I VIEW AVON REWARDS LEVELS FOR MEMBERS OF MY TEAM?

Sales Leaders can see Avon Rewards information for their team in Avon Office.

Leaders will be able to see the following through a section on their dashboard:

- Number of Reps currently in each level – current status
- Number of Reps currently in each level – projected outcome based on current status
- Number of Reps currently in each level – previous quarter status

Leaders will then be able to click through to see Rep level data.

Access to prior quarter results will be available using a toggle button (this will give the same data as above but for the prior quarter).

WHERE CAN I GET ASSETS AND MATERIALS TO SHARE MORE ABOUT AVON REWARDS WITH MY TEAM?

Visit the Avon Rewards web page on your Sales Leader website and you can access assets, the Avon Rewards digital brochure and an overview slide deck.

WHAT'S NEW IN QUARTER 3?

WHEN WILL I RECEIVE MY REWARDS ACHIEVEMENT EMAIL, HUB POINTS AND BEAUTY/DEMO PACKS?

We're aiming to send Rewards achievement emails on or around 7th July and we're hoping to pop your Hub points into your account on the 1st July. You can also claim your Rewards beauty and demo packs from the 1st (you can find the links [here](#)).

WHAT'S IN THE BEAUTY AND DEMO PACKS THIS QUARTER?

Exciting news – all our beauty and demo packs are brand new for Quarter 3! You can see what on offer here.

TAP TO VIEW ALL PACKS

THE PACK I WANTED LAST QUARTER WASN'T AVAILABLE, WHY WAS THAT AND WILL IT HAPPEN AGAIN?

We have enough packs overall for every Rep, but some individual packs have proved more popular than others. That's why it's first come, first served and we encourage everyone to claim their packs early in the quarter. Once they're gone, they're gone! Beauty and demo packs may also be subject to change dependent on stock availability.

THE FIRST HALL OF FAME EVENT WAS AMAZING, WHEN'S THE NEXT ONE?

We're pulling all the details together for our next amazing event during Quarter 3. Watch this space, we're aiming for some time in September.

I'M A SILVER STAR AND IN QUARTER 2 WE RECEIVED A SPECIAL ONE-MONTH SUBSCRIPTION TO AVON SOCIAL PRO, WILL THAT BE REPEATED IN QUARTER 3?

Avon Social Pro is a permanent benefit for Reps at Gold Star and above. We wanted to give our Silver Stars an opportunity to try it too, which is why we offered a special one-month subscription in Quarter 2. It's been so successful we are going to make it a permanent feature! All Reps achieving Silver Star status from Quarter 3 onwards will receive a one month free subscription to Avon Social Pro.



LET'S MAKE QUARTER 3 ALMIGHTY!

AVON REWARDS

I HAVE MOVED UP OR DOWN A LEVEL, WILL MY DISCOUNT AND OTHER BENEFITS CHANGE?

Yes. Your Rewards level (and the discount and benefits you receive) during July, August and September will be based on your sales during Quarter 2 (April-June).

I'M A BRONZE STAR BUT WASN'T ACTIVE IN QUARTER 2, WHAT BENEFITS WILL I RECEIVE?

If you were active in Quarter 2 you'll receive all your Bronze Star benefits, including Hub points and a demo pack. If you were inactive, you'll still earn Bronze Star discount, deliveries and brochure prices in Quarter 3 but won't receive points or a demo pack.

I'VE ACHIEVED A NEW REWARDS LEVEL FOR THE FIRST TIME, DO I RECEIVE ANY RECOGNITION?

Well done if you've hit a new Rewards level for the first time! We'll be contacting all Reps who have done this to confirm your first-time promotion and a recognition gift will be coming your way (we'll add this automatically to one of your orders). We'll be in touch in mid-July.

MY ACCOUNT LIMIT AND PAYMENT TERMS HAVE CHANGED, WHY IS THAT?

We've listened to our Reps and Sales Leaders, who have been telling us they think the limits and payment terms are too high. In addition, we've reviewed how Reps are using their limits and the majority are already well under the current limits, meaning this change will have little impact.

That's why they've changed from Campaign 7.

We've tried to keep it simple - Bronze and Silver Stars will have payment terms of 13 days from Campaign 7, while Gold, Platinum and VIP Stars will have 30 days.

You can see your account limits [here](#).

I'M ON KICKSTART, ARE MY ACCOUNT LIMITS AND PAYMENT TERMS CHANGING?

No, we haven't changed the account limits and payment terms for our newest Reps who are on the KickStart programme. These remain at £250 and 13 days.

WHAT HAPPENS TO INVOICES I HAD BEFORE JULY? DO THEY MOVE TO THE NEW PAYMENT TERMS?

The new payment terms take effect from Campaign 7. Any invoices prior to this will remain on your old terms. This means your latest invoices could have a payment date before some of your older ones. If you're unsure, refer to the invoice itself which details your payment date.

WHAT IF I'M NOT HAPPY WITH MY ACCOUNT LIMIT AND WANT TO INCREASE IT?

We're more than happy to chat to you about your requirements and, if you want to discuss increasing your account limit, please contact via **corby.finance.team@avon.com** and we'll be in touch.

HAS THE NUMBER FOR THE RELATIONSHIP CENTRE CHANGED?

Yes - all Reps and Leaders can contact the Relationship Centre on **0333 234 5678**. All previous numbers will no longer work from July onwards. Our Whatsapp number is unchanged.



WILL THERE STILL BE TRAINING ACADEMIES FOR QUARTER 3?

Absolutely! We want to be by your side to help you reach your best Avon Rewards level, so we'll be running Training Academies for Silver to VIP Star levels in Quarter 3.

As it's summer, and you might be taking time out for a holiday or to spend with the family, we're making a small change so that you can do the Academy training your way and in your own time.

Instead of being live, Academy video training will be available from w/c 25th July and you'll get a certificate when you've completed it!

WILL THERE STILL BE REWARDS STAR LEVEL MODULES IN QUARTER 3?

Of course! These will be available for all Star levels from the start of Quarter 3 - just head over to Avon Connect.

