



RETURN AUTHORISATIONS

REQUEST A RETURN AUTHORISATION

Please tell us how we can assist you by filling out the form below. Be sure to complete the form in its entirety. If you have any concerns or feel none of the options below address your needs, please call Customer Service at +44 (0) 1225 896705.

DISTRIBUTOR / AGENT DETAILS / CUSTOMER

Today's Date
Distributor / Name / Customer Name*
Contact Name*
Contact Address
Delivery Address
Primary Contact Email
Secondary Contact Email
Contact Phone*
Preferred Method of Contact

RETURN POLICY

Please read Avon's cancellation | repair | replace or exchange | policy below and check the box to confirm agreement.

Returns:

Product returned that has been authorised is subject to inspection and a 20% restocking fee. No freight is refundable and returned items are the responsibility of the Distributor. Avon reserves the right to scrap or return unwanted returned items that are not authorised for return or in unsaleable condition at the Distributor's expense. Any items returned damaged will not be available for credit.

Repairs:

Repair equipment will be inspected and a repair estimate will be provided prior to completing work. Estimates are formed based on a thorough preliminary examination, but may differ from the actual cost of repair.

Replace/Exchange:

All Return Product must be authorised by an Avon representative and be issued a Return Authorisation number within 6 months of order. Items must be UNOPENED & UNUSED. Swap out options may be denied based on date of original manufacturing date or condition of stock to be returned.

Damaged in Shipping:

Please notify the carrier if product is perceived damaged at the time of delivery. All product that has been found as concealed damage must be inspected to determine defect of product. Customer service will issue Return Authorisation # and return instructions. Avon has the right to inspect all merchandise. After inspection Avon will determine actions of reorder pending availability of current product or credit Distributor or invoiced party.

I understand the policy above* (please tick)

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Enter Initials *

ORDER DETAILS

Country*				
Return Type	<input type="checkbox"/> Repair	<input type="checkbox"/> Replace / Exchange	<input type="checkbox"/> Damaged In Shipping	
Market*	<input type="checkbox"/> Military	<input type="checkbox"/> Law Enforcement	<input type="checkbox"/> Fire	<input type="checkbox"/> Industrial
Original PO # *				
Number of Units Being Returned *				
Serial Numbers (please separate with comma) *				
Product Being Returned				

REASON FOR RETURN

If your item was damaged, please email photos of damage to:
EMEAcustomerservice@avon-protection.com



t: +44 (0) 1225 896705
e: EMEAcustomerservice@avon-protection.com
avon-protection.com

