

Diamond Spirit Avon Team

30 FAQs
ABOUT JOINING

Avon

THAT EVERYONE WANTS
ANSWERED



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That everyone wants answered!

Have you thought about joining Avon but just not sure what it entails? Here are the top 30 FAQ's that we get asked by new representatives. The Diamond Spirit Avon Team are part of the fabulous 'makeupinbusiness' team – this gives you a huge advantage and access to lots of extra benefits you may not get in other teams.

Avon is an iconic company celebrating success of over 130 years. Every day Avon brings beauty to women in over 100 countries worldwide.

*“This is the company that puts **mascara** on **lashes** and food on tables. That **fights** wrinkles with one hand and **breast cancer** with the other. That knows the value of a perfect lip, but still opens its mouth and **speaks out** against domestic violence and for women's financial **independence**. This is the company that not only brings **beauty** to doors, but also opens them. The company that **supports** 6 million **Representatives** worldwide. This is Avon. The company that for over 130 years has stood for beauty, **innovation**, **optimism**, and, above all, for **women**.”*

AVON
the company for women

1. “How much will I earn?”

Avon representatives are given a discount on the customer orders they collect in. £90 (MOV - Minimum Order Value) and over in customer orders earns 20%. £170 (HOV - Higher Order Value) and over in customer orders earns 25%.

2. “How will I be paid?”

When you deliver your orders, you collect the payment from your customer. In your delivery you will receive an invoice detailing how much your discount is and how much to pay Avon. Out of the payments you have collected in, you pay Avon and the cash left is yours. Online orders discount is credited to your representative account.

3. “Will it cost me anything to join Avon?”

When you register your account with Avon you will have a choice of Starter Kit, there is no cash outlay as these are sent within 48 hours on a thirteen-day payment invoice, if you change your mind simply return the Starter Kit to Avon.

4. “What if I don’t want to continue Avon?”

We hope that you will stay with us long term as a member of our team. If your circumstances do change though and you need to close your account, then all you need to do is clear your balance and notify your team leader.

When you have missed three orders your account will become inactive, when you miss eighteen orders (a full year) your account will close fully. IF you have not placed a first order and have returned your kit then the account will simply close with no fee payable.

5. “Do I have to sell door-to-door?”

No - although the traditional way to sell Avon is door-to-door, we have many team members who simply sell to friends and family, at work, through social media online and with the Online Stores.

6. “What help and support do I get?”

All representatives get full help and support from their team leader, Business Development Manager and Avon. Avon send weekly emails and have a dedicated online training section.

As a member of our team we also provide a dedicated Facebook group for representatives, team emails and regular drop-in meetings.

7. “How do I pay Avon?”

When you collect the money from your customers order you keep your discount and the rest will be payable to Avon. Your invoice will have a giro slip attached that you can take to your local Post Office with the cash. If you prefer to pay by debit or credit card you can do this over the phone or in your representative online account.

8. “Do I need to drive?”

No – you can keep it really local around where you live, or customers can have products delivered direct from Avon nationally – its really what suits you best!

9. “What happens if a customer can’t pay for their order?”

Representatives never pay Avon for goods they haven’t collected the money for. In this instance we would claim a credit from Avon and deduct the amount off your invoice amount payable. You would then return the goods to Avon by handing it to your Avon delivery driver on their next delivery.

Never leave an order with a customer without payment.

10. “How often do orders go in?”

Avon campaigns are every three weeks throughout the year. You can place orders any time in the campaigns’ three week selling window.

11. “Can I miss a brochure?”

You can miss a brochure although most representatives find their customers will wish to see a brochure every campaign. If you must miss an order due to holidays or for personal reasons, then you can always place a small order for your next brochures to keep your account active.

12. “Do I get charged for deliveries or returns?”

Your campaigns first order over £30 is delivered to you free of charge via courier.

Additional orders are sent with a charge of £1.50 for orders over £30. All orders under £30 are £3.50 delivery.

Express orders will be delivered the next day if ordered by 10am or within 48 hours - this is charged at £5 and is also available for customers through your online store. Returns can be sent back to Avon free of charge with your delivery driver.

13. “Do I have to attend meetings?”

No - but they may be beneficial for your business. You will be notified of local meetings held by your area manager and team leaders but you do not have to attend. As a team member we hold regular drop in meetings and online video meetings.

14. “What is the difference between a representative and a sales leader?”

Representatives build their own customer base and collect in sales which they earn a discount from. Sales Leaders recruit and train their own team of representatives, earning commission from their team’s sales and a discount off their personal sales.

15. “How do I get started?”

We can appoint via video link - WhatsApp, Facebook Messenger, Zoom, Skype. We can arrange to visit you at your home or meet at a place of your choosing if this is not possible. You must have photo ID for video calls or a meeting away from your home address.

16. “Do I get extra discounts?”

Every campaign you get an exclusive representatives magazine called ‘First Look’. First Look showcases the new products coming out two brochures ahead and you can order them for demonstration with at least 30% discount. First Look also has a clearance section with massive discounts on discontinued, end of line and repackaged stock - exclusively for representatives.

17. “What time commitment is involved?”

An Avon representative business fits around most people’s current commitments such as work, family, or studies. Avon can be spare time, part time or full time. It’s your own business to do your way.

18. “If it’s so good, why isn’t everyone doing it?”

Most people are not aware of what Avon can offer. It can be worked as just a little extra income or if you take up the opportunity to progress to sales leader level, there is an unlimited earning opportunity. If you put the time and effort in, you will get rewarded for your efforts.

19. “Why should I try Avon when there are so many other direct selling opportunities?”

As an Avon representative you are with an iconic company who have a history of success for over 130 years. Avon are a global company trading in over 100 countries worldwide.




Avon products have a huge brand awareness with consumers and consisting mainly of consumable products means regular repeat purchases from customers’ interest. Rewards for high achievers include holidays, cars and great cash bonuses.

20. “What are the ‘Starter Kits’?”

All new representatives get a choice of starter kits and if you join the Diamond Spirit Avon team you will also get our ‘Getting Started as Rep Guide.’

There is no payment upfront, the kits are dispatched on a 13-day invoice, if you decide Avon is not for you then simply return the kits within the 13 day period.

Which one will you choose?

Advanced Kit	Essentials Kit	Start-Up Kit
 <p>WORTH £270+</p>	 <p>WORTH £90+</p>	
<ul style="list-style-type: none">- 25 products- 75 samples- a branded business bag- sales tools	<ul style="list-style-type: none">- 8 products- 30 samples- a branded shopping bag- sales tools	<ul style="list-style-type: none">- sales tools
Double award sales worth £180	Double award sales worth £60	Double award sales worth £30
£90	£30	£15

YOU WILL ALSO RECEIVE THESE SALES TOOLS:

- Pack of brochures – 5 brochures per pack + First look
- Brochure Bags – 50 per pack
- Pack of canvassing cards – 20 per pack
- Pack of customer order forms – 50 per pack
- Pack of calling cards – 100 per pack
- Ring sizer
- Calling book

21. “If I join as a Sales Leader, what do I get?”

We would advise you do a few campaigns as a representative to learn the basics before progressing to Sales Leadership. If you are a member of the Diamond Spirit Avon Team, you will get your own recruiting website, personal recruiting cards and new representative info cards, access to our dedicated sales leader Facebook group, weekly online motivation and planning meetings, one-to-one training and regular team meetings.

22. “What are Avon’s payment terms on orders?”

Avon will send your order with no payment upfront, if it’s within your credit limit. The order will contain an invoice detailing how much to pay Avon and how much to keep yourself. Payment must be received by 13 days from the date of the invoice. Extra charges may be applied if payment is late.

If no payment is made by the due date, then your next order may be ‘held’ and not sent to you until the invoice amount due is cleared.

23. “How much can I earn as a representative?”

You earn up to 25% of sales. Sales of £200 will earn approximately £50, £400 approximately £100, £800 approximately £200.

24. How much can I earn as a sales leader?”

Earnings depend on your efforts - earnings of £500 every three weeks are commonplace, £1000 every three weeks is achievable and £2000+ if you are committed.

As your team builds your earnings increase.

25. “How much do Avon brochures cost?”

You will receive your first two sets of brochures free. Further to these you will need to order them on your orders. Twenty brochures cost just £5.90 (29p per brochure) with each additional pack of five costing 50p.

26. “Where can I promote my online store?”

Anywhere you would like to! The personal online store link to your store can be posted on social media, emailed out, used on flyers, canvassing cards, business cards or shop ads.

27. “What customer delivery options are there with the online store?”

Customers can choose local representative or courier/pick up from a parcel shop for a small postage charge. Customer orders over £20 are delivered by courier free.

28. “What payment options are available for customers?”

As a representative you can offer what payment options you wish to take. I have cash, cheque, PayPal, bank transfer and card payment with my chip and pin machine. Online direct delivery customers have the option of payment by credit or debit card or PayPal.

29. “Am I restricted to a territory?”

There are no restrictions now on where you can drop your Avon brochures. All Avon representatives must follow an etiquette guide when canvassing for customers. As well as finding customers door to door you will have your network of friends and family who you can show brochures to and the Online Store to sell from Nationwide.

30. “Can I sell just online?”

All representatives have their own online store to sell from and can choose to sell online only. Customers can choose local representative delivery if the option is set to on by the representative in their store or have their orders sent directly from Avon. Representatives can earn up to 25% discount on store orders. The online store allows you to sell anywhere in the UK.

31. “How do I join?”

Just talk to the person who showed you this guide. They will help you get off to the best start possible.