

Frequently Asked Question (FAQ)

GENERAL

What is Amway Privileged Customers (APC) Programme?

- APC is a new customer programme designed for individuals who wish to enjoy & purchase products directly from Amway at Amway Price (AP) and be rewarded.

What are the benefits to become Amway Privileged Customers (APC)?

- Experience Amway high quality, well-loved, award-winning products at Amway Price.
- Enjoy monthly promotions.
- Earn loyalty AMPoints on your purchases and offset on future Amway product purchases.
- Enjoy savings (up to \$40 worth of eCoupon) on our well-loved & award-winning products with New APC Experience Programme (NAEP).
- Full access to AmwayNow digital magazine & Amway Central Singapore app.

Where can APC find out more information about Amway & its product offering?

- Simply head over to Amway Singapore website (www.amway.sg), Facebook (Amway Singapore) and Instagram (amway.sg).
- APC also get access to our digital hub of product catalogues, publications & tools in AmwayNow.sg and Amway Central Singapore app.

SHOPPING

How can APC purchase Amway products?

- APCs can shop online www.amway.sg or at Amway City Shop
- APC can purchase up to 3ea per product/SKU per day for own use.

What are the available payment modes?

- Online orders: Credit Card, Debit Card, American Express and eNETS (ibanking)
- Amway City Shop: Cash, Nets, Credit Card, Debit Card and American Express

Is there any delivery fee for online orders?

- For orders \$100 & above, free delivery will be provided.
- For orders below \$100, flat fee \$15 is applicable.

Note: Amway reserves the right to change or modify any of the terms and conditions contained in FAQ content at any time without any prior notification.

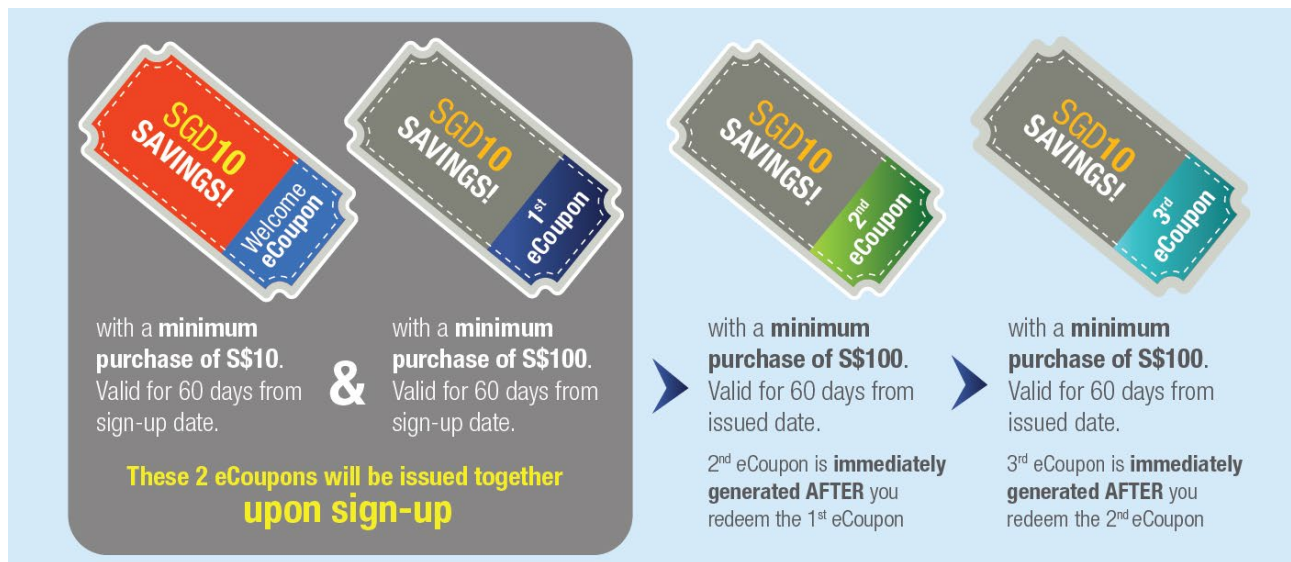
What is the delivery lead time for online orders?

- 2 working days* (excluding orders made on weekends or Public Holidays)
- Orders will be delivered to the APC's registered address (not applicable for P.O. boxes).

* Schedule may be subject to change due high order volumes in light of the pandemic and public holidays.

What is New APC Experience Program (NAEP)?

- Enjoy savings (up to \$40 worth of eCoupon) on our well-loved & award-winning products with New APC Experience Programme (NAEP).
- Upon successful sign-up, new APC account will be credited with 2 eCoupons: Welcome eCoupon worth \$10 & 1st Product Experience eCoupon worth \$10.
- The 2nd & 3rd Product Experience eCoupons will be released upon the redemption of your previous S\$10 eCoupon.
- APC can log in to Amway.sg to view the eCoupon status under My Account > Payment Management > Coupon & Voucher Management



Terms & Conditions

- The eCoupons can be used for walk-in and online orders.
- Expired eCoupons will not be reactivated and the subsequent coupon will not be generated if any of the initial coupons are not used.
- All purchases must be under the new APC's personal account. Volume down from the assigned ABO is not allowed.
- All eCoupons are inclusive of GST.

What is Amway Satisfaction Guarantee?

- Amway Satisfaction Guarantee helps ensure satisfaction with our products or opportunity. If you're not getting what you expected from your Amway opportunity or an Amway product – let us know, and we'll work tirelessly to make sure you're 100% satisfied.
- Please refer more information at <https://www.amway.sg/about-amway/amway-promise>

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AMPOINTS

What are AMPoints?

- AMPoints are loyalty points earned by APCs when they purchase Amway products and can be used to redeem against future product purchases.

How to earn & redeem AMPoints?

- For every \$1.00 spent on product purchases, APCs earn 1 AMPoint.
- When 900 or more AMPoints are accumulated, they can be converted to a \$5.00 eCoupon via online only.
- eCoupon has 60 days validity from date of issuance and no minimum spending required to utilize the \$5.00 eCoupon.
- APCs can proceed to use the eCoupon when making their purchases.

Is there any expiry for the AMPoints?

- AMPoints do not have an expiry date. However, once AMPoint has been converted to eCoupon, there will be a 60 days validity from date of issuance.
- Should an APC wish to convert to an ABO, all AMPoints must be redeemed prior to conversion. Any outstanding or balance AMPoints will be forfeited upon conversion to an ABO membership.
- Should an APC resign, any unused AMPoints will be forfeited.

Are AMPoints transferable or redeem for Cash?

- AMPoints are not transferable and cannot be converted to cash, credit vouchers.

BRAND EXPERIENCE

Can APCs participate in Amway's Brand Experience Centre (BEC) Programmes?

- APCs are welcome to participate in Health & Beauty Consultations by our Nutrilite & Artistry Beauty consultants at Brand Experience Centre. Duration of each session is 30 minutes.
- To register for a Health & Beauty Assessment slot, APCs must purchase the BEC coupon online.
 - A booking coupon and product redemption coupon will be generated.
 - The booking coupon shall be used to book the assessment slot.
 - The product redemption coupon shall be used to redeem the suitable product recommended after the assessment.

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SIGNING UP

How to become an Amway Privileged Customer?

- Simply register online at www.amway.sg
- Upon registration successful, APCs will receive an email link or SMS via their registered email/mobile number to create their unique Amway ID. APCs can use their email or mobile number as their login for Amway ID.

Who can sign-up as an APC?

- Age 18+ and above.
- Singapore Citizen, Permanent Resident or Foreign Resident with Legitimate Pass issued by the Government of Singapore.
- Required to register with a valid local address in Singapore.
- Must be sponsored by a Malaysia/Singapore/Brunei ABO. Amway will assign an ABO sponsor in Singapore if the individual does not have one.
- For married couples, both husband and wife will share the same APC membership.
- Individuals can only have 1 APC or ABO membership within Malaysia, Singapore or Brunei.

Why are married couples required to share the same APC membership?

- Married couples are required to share the same APC membership as this is one of the criteria for APC membership.

Where can APCs find their membership e-card?

- The APC eCard is located within the Amway Central Singapore app.

Is it required for APCs to present their e-card at Amway Shops to make a purchase?

- APCs are recommended to present their eCard when making a purchase at Amway Shop to collect AMPoints and to ensure a seamless shopping experience.

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RENEWAL

How can APC renew membership?

- APCs can renew via online at **one month prior** and **one month after** the membership has lapsed.
- APCs are encouraged to enrol for the Auto-Renewal of Membership to avoid missing out on the opportunity to continue shopping for Amway products at Amway Price (AP).
- APC Membership Renewal Fee: \$10

What is the process if an APC membership has expired (after the renewal period) and the APC wishes to re-register as an APC/ABO?

- The re-registration process follows the new sign up process.

ABOUT AMWAY BUSINESS OWNER AND AMWAY PRIVILEGED CUSTOMERS

What are the differences between an ABO and APC?

- APC programme is designed for individuals who wish to purchase products for personal consumption
- Unlike ABOs, APCs focus on personal consumption and do not have rights to sponsor and sell or earn income/bonus pay outs.

	Amway Business Owner (ABO)	Amway Privileged Customers (APC)
Registration	\$30 New Sign-Up Fee ABO receive a \$30 Welcome eCoupon upon successful sign-up; valid for 60 days)	\$10 Annual Membership Fee APC receive a \$10 Welcome eCoupon upon successful sign-up; valid for 60 days)
Renewal	\$10 Renewal Fee ABO receive a \$10 eCoupon upon successful renewal; valid for 60 days)	\$10 Renewal Fee APC receive a \$10 eCoupon upon successful renewal; valid for 60 days)
Earnings	Earn unlimited income and bonuses as your business grows	Earn AMPoints to redeem against future purchases
Purchase of Products	<ul style="list-style-type: none">• Buy products at Amway Price• For own usage/consumption and retail to customers	<ul style="list-style-type: none">• Buy products at Amway Price for own usage/consumption• Limited to 3 units per SKU per day
Business Activity	Sponsoring & Selling	Not applicable

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Can APCs convert their APC membership to an ABO membership?

- Yes, they may do so at any time during their APC membership period (terms & conditions apply). APCs are recommended to enquire for more information from their upline sponsor or Amway.
- However, there will be a 1-month cooling off period if the APC sign up as an ABO under a different sponsor/upline.

How can an APC convert their membership to ABO?

- APCs can convert to become an ABO by logging in www.amway.sg.
- APCs will have to complete the ABO registration process and pay for the ABO sign-up fee
- Once APCs have completed the registration process, their APC membership number will be maintained with the same sign up/renewal date.
- APCs must redeem all their AMPoints prior to conversion. Otherwise, all AMPoints will be forfeited upon conversion to an ABO membership.

What if an APC decides to quit their membership?

- APCs can resign online and at any time. The APC Membership Fee paid will **not** be refunded upon resignation.

OTHERS

Why is there a limitation of 3 units per day per SKU for APCs?

- This limitation is to ensure that APCs purchase Amway products for their own consumption and use only and will not partake in the retailing of the purchased products.

Can APC attend Amway-organised events and functions?

- This will depend on the nature of the events and functions. Certain Amway-organised events and functions are open to ABOs only.

NEED HELP?

If you have further questions or require assistance, contact us at +65 6550 9911* during our operating hours or email sghelpdesk@amway.com.

Or simply speak with the person who introduce you to Amway!

* Available Monday to Friday: 9:00AM to 7:00PM, Saturday: 12:00PM to 7:00PM

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