



DESIGNED TO MAKE YOUR LIFE EASIER

Start Date (MM/YYYY):

Enter quantity at the relevant months

[illegible][illegible]

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

For CHANGES to this SOP, please fill in a completely new form -  
Fax number 021 - 405 1716/18/28 or Fax2email on 086-529-1245  
Use the Cancellation Form to stop the SOP at any time.

# S.O.P. Standing Order Profile

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## Notes Page - Terms and Conditions

### The Spirit of SOP

1. Participation in SOP is always optional.
2. SOP is not a substitute for regular downline personal contact on which the Amway Business is founded.
3. SOP is intended to provide routine shopping in an easy manner.
4. By having the routine shopping SOP completed in the beginning of the month, active ABOs can assess the Group PV and plan the balance of the month in terms of the Sales, Commission levels etc.
5. This pack comprises an official SOP Order Schedule and the terms and conditions.
6. When introducing SOP, ensure that you have the order schedule and the terms and conditions.
7. Carefully assess your and your family's product requirements to determine the order frequency.
8. Use the information from the worksheet to complete the SOP Order Schedule – the actual months that the products should be ordered.
9. Complete the rest of the SOP Order Schedule (SOP ABO details, Credit Card details, Delivery details.)
10. Ensure that the SOP ABO understands the Terms and Conditions, the Frequently Asked Questions and the Notice of Cancellation.
11. Amway South Africa reserves the right to terminate the SOP upon written notification to the ABO/Member.
12. All orders will be levied a delivery charge applicable to each country.
13. Fax the SOP Order Schedule and the Terms and Conditions Page to 021-405-1716/18/28 or Fax2email on 086 529 1245.
14. The terms and conditions applicable to SOP in no way detract from or vary the terms and conditions of the ABO relationship with Amway as set out in the Amway Business Handbook.
15. Postal Delivery are now available in South Africa. This service is only available in South Africa and restricted to single orders only. Choose the postal delivery option when shopping on [www.amway.co.za](http://www.amway.co.za) or request it through the Contact Centre.

### Frequently Asked Questions

**Q: When will orders be processed / shipped?**

A: SOP Orders will be processed within the first week of each month.

**Q: What are the accepted methods of payment?**

A: Only Credit Card payments are accepted. There is an allocated section on the SOP schedule for the completion of one credit card's details.

**Q: When will my payments be processed?**

A: The debit for the month's SOP order will be processed within the first week of each month.

**Q: What if I change my address, phone number or personal details?**

A: Use the standard Distributor Change Request Form available from Amway.

**Q: What if I need to change my SOP Order?**

A: Cancel existing SOP and complete a new SOP Order Schedule and submit to Amway.

**Q: How do I order additional products?**

A: Standard ordering procedures will apply to order additional products at any time. Such procedure will be used to supplement your SOP, order items not on your current SOP and to order new product and special launches.

**Q: What if a product I order needs to be returned?**

A: The Amway Satisfaction Guarantee applies for all products ordered on the SOP. A 10% restocking charge will be assessed on returned stock.

**Q: What if an item is not in stock for a particular Month?**

A: The SOP is intended for the fast moving consumer items. It is not likely that one of these products will be out of stock. In this unlikely event, however, the item will not be charged or despatched for that month. Back orders are not kept.

**Q: When does the SOP start?**

A: The SOP will start the month following receipt of the SOP Order Schedule by Amway, provided that this is received by Amway 14 days prior to the processing of the first order.

**Q: When does the SOP stop?**

A: Non-renewal of your Amway business or cancellation in writing (below).

### Cancellation + Return Policy

1. You have 14 days from the date on your SOP Order Schedule in which to cancel the SOP.
2. The Amway Satisfaction Guarantee applies for all products ordered on the SOP. A 10% restocking charge will be assessed on returned stock.
3. The Notice of Cancellation from below can be used to cancel the SOP at any time.

# S.O.P. Standing Order Profile

## Notice of Cancellation of S.O.P.

1. You may CANCEL this SOP without penalty or obligation.
2. The Notice of Cancellation must be received by Amway 14 days prior to the processing of the next order.

I wish to CANCEL my SOP with immediate effect (in accordance with the points above):

ABO/Member Number: \_\_\_\_\_

ABO/Member Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Date: \_\_\_\_\_

Signed: \_\_\_\_\_