



FAQs SKYNET MASERU

THE CURRENT PROCESS REMAINS UNCHANGED AND IS OUTLINED AS FOLLOWS:

- ABOs to indicate on their order if the order should be shipped to Lesotho.
- If an ABO places an order online, they send the order number/s to the team (person they are working with) indicating if the order has to be shipped to Lesotho.

ORDER COLLECTION PROCESS:

- Skynet Lesotho Customer Service Manager Maadel Macheli dedicated to the Amway's account, can be contacted on Phone: +266 22 322 092 or Cell: +266 58882085 for information related to delivery of orders from **Friday, 23 July 2021**.
- Skynet Address : 11 Mohlomi Road, Maseru
- Skynet operating times:
Monday to Friday 08:00 - 17:00
Saturday from 08h00 - 12h00
- Lesotho orders will leave JHB Warehouse every Tuesday for delivery on Friday and every Thursday for delivery on Monday. Delays due to Border inspections may occur and ABOs will be notified.
- Returns will be accepted at Skynet Lesotho. ABOs to fill in the required Return Merchandise Authorisation (RMA) form which must be handed in together with products returned. Skynet Customer Service must sign and return a copy to you as proof of acceptance. Maadel will forward the RMA form to the Amway Jhb Warehouse for processing.
- Proof of Identification to be presented on order collection.