

# FAQ Document for Zimbabwe

## **Q1: What activity is allowed prior to 1 October 2025?**

**A:** All ABOs in South Africa, Namibia, Botswana, Lesotho, and eSwatini can promote the opportunity, register, onboard and train Zimbabwe individuals who are residing and working in Southern African countries where Amway operates.

No physical meetings are allowed in Zimbabwe. That said, ABOs may host online meetings with participants based in Zimbabwe, limited to a maximum of six attendees per session.

## **Q2: What activity is allowed from 1 October 2025 onwards?**

**A:** ABOs may host meetings in Zimbabwe to prospect and sponsor there. Additionally, residents of Zimbabwe will be able to prospect and sponsor any contacts they may have in the existing Southern Africa countries where Amway operates.

The registration process remains the same and i.e. they will be registered under the South African contract as a non-resident. ABOs are reminded to refer to the **Rules of Conduct (Sections 5 and 7)** and the **Business Support Materials (BSM) Policy** to ensure all activities remain compliant.

In addition to the above, it is critically important to structure any form of event as private, **invitation only events**.

Amway strongly recommends that any event, be it private or public, requires the nomination of a contact person for such events as well as prior notice to the police. Any public display of any promotional material will require notice to authorities, and preliminary municipal authorization

Non-Zimbabwean nationals who are attending Amway/ABOs related events may require 'temporary employment permits' in case the person was to plan, organise, facilitate, or otherwise work.

If any sales occur at events by ABOs, the tax consequences for those sellers should be managed by them proactively. Note that this is sole responsibility of the ABOs. In particular, appropriate municipal trading licenses for the sales location need to be ascertained; ABOs in addition, need to assess whether compulsory VAT registration is triggered by their Zimbabwean turnover, and they need to maintain compliant tax invoices and fiscal devices if registered.

# BECOMING AN ABO

## **Q3: What are the registration requirements?**

**A:** Complete the ABO registration form and submit a copy of their passport and/or ID (Identity Document) or accepted Residency Card with the registration form. To complete the registration, please make sure to place an order for the equivalent of 20 PV. You will then have access to the Amway website, including Amway trainings and support material.

The address entered on the registration form must be in either South Africa, Botswana, Namibia, or at the designated depot locations within Lesotho or eSwatini. Addresses from Zimbabwe will not be accepted.

## **Q4: Can a Zimbabwean residing in Botswana or Namibia register in the respective country of residence?**

**A:** Yes, they may.

## **Q5: Can registered ABOs residing in Zimbabwe sponsor prospects in South Africa, Namibia, Botswana, Lesotho, or eSwatini?**

**A:** Yes, starting from 1 October.

## **Q6: Can ABOs promote the business opportunity and/or sell Amway products in other African countries outside the borders of South Africa, Namibia, Botswana, Lesotho, eSwatini, and Zimbabwe?**

**A:** No. From 1 October 2025, the Amway opportunity will be available within the abovementioned countries only. Any activity outside these countries may constitute a breach of the rules.

## **Q7: Do I have to renew my Amway Business annually?**

**A:** Yes. All ABOs are required to renew their Amway Business annually, before 31 December.

## **Q8: Will payments be made into Zimbabwean bank accounts for Zimbabwean ABOs residing in either South Africa or Zimbabwe?**

**A: Yes.** Zimbabwean ABOs registered in South Africa can now receive their commissions into Zimbabwean bank accounts. This is a recent update, as payments to Zimbabwean banks were previously not possible. To load a Zimbabwean bank account onto your profile, you must submit a Bank Confirmation Letter that includes the Account Holder Name, Account Number, Bank Name, Branch Name, Branch Address, and the SWIFT Code.

Alternatively, you may still choose to use a South African bank account by submitting a Bank Confirmation Letter with the Account Holder Name, Account Number, Bank Name, Branch Name, and the Branch Code. If no bank account is provided, commissions will be credited to your Accounts Receivable (AR) account, which can be used to purchase Amway products.

**Q9: Can a Zimbabwean who resides in South Africa register their Amway business with a bank account in Botswana or Namibia?**

No. They can only open a bank account in South Africa or Zimbabwe, as funds will be rejected if a Botswana or Namibian bank account is used.

**Q10. Can a Zimbabwean who resides in Botswana or Namibia register their Amway business with a bank account in South Africa?**

**A:** No. A Zimbabwean ABO residing in either Botswana or Namibia must use a bank account from the country in which they are registered. For example, if registered in Botswana, a Botswana bank account is required; if registered in Namibia, a Namibian bank account is required. A Bank Confirmation Letter must be submitted in order to load the bank account details onto the profile.

## **ORDERING, DELIVERY AND PEP PICKUP ORDERS**

**Q11: Will Amway deliver products to Zimbabwe?**

**A:** No. Under the distributor export model, orders will not be shipped to addresses in Zimbabwe. Amway will only ship products to addresses within existing markets (South Africa, Botswana, Namibia, Lesotho and eSwatini). It is the ABO's responsibility to arrange the cross-border transportation of the products into Zimbabwe. In this process, the ABO is considered the importer of record, not Amway.

**Q12: Can products be collected from the Johannesburg Amway Business Centre in South Africa?**

**A:** Yes. Products can be collected from the Johannesburg Business Centre either by the Zimbabwean ABO or by someone collecting on their behalf.

**Q13: Are there limits on how much product a Zimbabwean ABO can transport across the border?**

**A:** Yes. Customs regulations and personal import limits may apply at border posts. ABOs are responsible for complying with local customs requirements when transporting products into Zimbabwe.

**Q14: What prices will Zimbabwean ABOs be charged?**

**A:** Zimbabwean ABOs will pay South African ABO prices.

**Q15: Will Zimbabwean ABOs pay VAT or other South African taxes when purchasing products?**

**A:** Yes. All products purchased in South Africa will include VAT and other applicable taxes as per South African law.

**Q16: Can ABOs return Amway products?**

**A:** Yes, all returns and the associated costs (including the cost of exporting return goods to South Africa) are the responsibility of the ABO.

**Q17: What is the process for placing a PEP order**

**A: Email:** Send your order to Customer Service at [amwayorder.zaf@amway.com](mailto:amwayorder.zaf@amway.com)

**In person:** at the Johannesburg Facility

**Online (Amway website):** ABOs can place their PEP order directly on the website at [www.amway.co.za](http://www.amway.co.za). Please download the Website how-to-guide [here](#).

**Q18: Once a PEP order is successfully placed, what are the next steps**

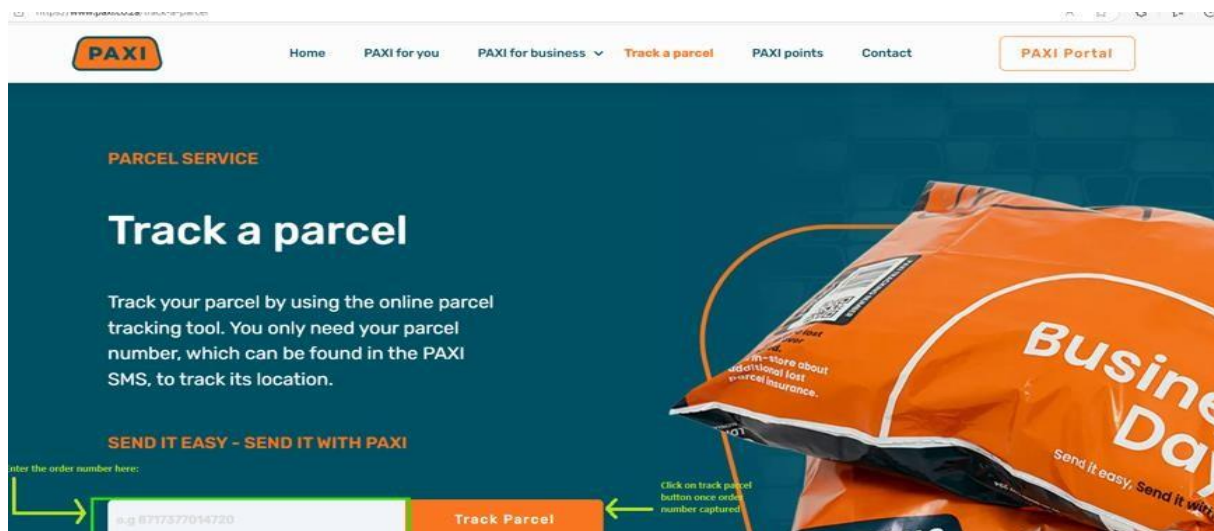
**A:** Once your parcel arrives at your selected PEP store, PEP will send an SMS to a South African mobile number to inform you that your order is ready for collection. PEP sends a total of four SMS messages with the fourth SMS being the final reminder.

**Q19: What happens if an ABO does not collect their order from PEP?**

**A:** If the order is not collected within 7 days, it will be returned to the Amway warehouse. If the parcel is returned to the warehouse, you can call Customer Services on (021) 405 1700 to request to have the parcel resent to the PEP store.

**Q20: How do I track my PEP order?**

**A:** You should be able to start tracking your order 2 days after it has been processed by Amway. Your order can be tracked on the PAXI tracking portal: [Track Your Parcel | Real-Time Parcel Tracking | PAXI](#). You simply need to enter your Amway order number in the field available as per the screen shot below: -



**Q21: What information or documentation is required for collection of parcels?**

**A:** The person collecting the parcel needs to provide a copy of their ID or passport as well as the PAXI pin (received by SMS) when collecting the parcel.

**Q22: What happens if I don't receive any SMS notifications from PEP?**

**A:** Please call Customer Service on (021) 405 1700 to investigate further.

# PROMOTIONS, INCENTIVES AND TRAINING PROGRAMS

**Q23: Are Zimbabwean ABOs eligible for START, BRONZE, COREPLUS, or New ABO Incentive programs?**

**A:** Yes. Zimbabwean ABOs are eligible to participate in all programs, provided they meet the program requirements.

**Q24: Are Zimbabwean ABOs eligible for South African product promotions and discounts?**

**A:** Yes. Zimbabwean ABOs are eligible to qualify for and benefit from promotions and discounts available to South African ABOs.

**Q25: Will Zimbabwean ABOs be able to access training and events hosted in South Africa?**

**A:** Yes. Zimbabwean ABOs may attend all in-person and online training hosted by Amway South Africa. All travel and related costs are the responsibility of the ABO.

For general questions about your Amway business, please contact us at: [infocentre.zaf@amway.com](mailto:infocentre.zaf@amway.com) or contact  
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