

# 30 FAQs ABOUT JOINING

# Avon

THAT EVERYONE WANTS  
ANSWERED



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# 30 FAQ's ABOUT JOINING AVON

That everyone wants answered!

Have you thought about joining Avon but just not sure what it entails? Then read on as I have picked out the top 30 FAQ's that I get asked by my new representatives.

About me - my name is Zoe Davies, and I have been an Avon Sales Leader for over twelve years. I have a great team of representatives and sales leaders and hope this e-Book answers some of your questions.

In a number of answers, I have included the extra benefits you will get if you join the 'makeupinbusiness' team. (note you may not get these with 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 **fighters** 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

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### **1. “How much will I earn?”**

Avon representatives are given a discount on the customer orders they collect in. £87 (MOV - Minimum Order Value) and over in customer orders earns 20%. £160 (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.

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

There is no upfront fee to try Avon. The admin fee of £16 is spread over your first two orders with £10 charged to your account on your first order and £6 charged to your account on your second order. This is paid out of what you earn on the order, there is nothing to pay upfront. If you do not place a first order, then no fee is payable.

### **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). IF you have not placed a first order 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 or through social media online with the new Online Stores.

### **6. “What help and support do I get?”**

All representatives get full help and support from their team leader, area manager and Avon. Avon send weekly emails and have a ‘Learning Zone’ online, plus their great forum ‘Beauty Connects’.

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?”**

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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 - generally we will be able to allocate you with an area within walking distance of your home. If you wish to check with us first please contact us, with no obligation.

**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 order dates are every three weeks throughout the year, with the exception of over the Christmas and New Year selling period, when they reduce to every two weeks. There are eighteen brochures per year.

**11. “Can I miss an order?”**

You can miss an order although most representatives find their customers will with to see a brochure every campaign. If you have to 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 main order is delivered to you free of charge via Avon's carrier service. Please note that small orders under £15 (£0.01 - £14.99) will incur a charge of £3.50 to cover administrative costs.

Additional orders are to be sent within 5-7 working days with a charge of £3.50 for orders under £15 (£0.01 - £14.99) and £2.75 for orders over £15.

There is an option for an additional express order, which will be delivered the next day if ordered by 10am or within 48 hours - this is charged at £5 (£4.50 for PC members) and is available for customers through your online store.

Returns can be sent back to Avon free of charge with your regular delivery driver.

**13. “Do I have to attend meetings?”**

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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 are also starting 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 arrange to visit you at your home or meet at a place of your choosing or we can appoint via video link - Skype, FaceTime, Facebook video call. 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

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worldwide. With Avon you have no upfront purchase requirements, Avon is genuinely free to try making this a no risk start up.

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 do I get in my 'Starter Pack'?"**

All new representatives get their first two sets of Avon brochures, order forms, samples and stationary free. Newly launched are the Avon Online Stores, you can personalise these for yourself and new sell Nationwide with the direct delivery option - these are free to you!!

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The image displays a variety of Avon marketing materials. On the left, there are several Avon magazines, including one from 'VOGUE' featuring 'WORLD'S 1ST ROTATIONAL ANTI-WRINKLE NIGHT CREAM' and another titled 'First Look' with 'DUAL-ENDED MIXABLE FRAGRANCE'. In the center, a large 'AVON' logo is visible. To the right, there are several small, clear plastic product samples. In the foreground, there is a 'FREE To Try AVON Challenge Kit' with the headline 'Earning with Avon is Easy as 1,2,3'. The kit includes a checklist and a flowchart titled 'What happens next?' showing the process from 'Sign up' to 'Start selling'. A pink call-to-action box on the right says 'Recruiting now for Christmas Selling. Contact us today and start earning with Avon.' At the bottom of the image, the website 'www.makeupinbusiness.co.uk' is printed.

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**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 makeupinbusiness 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 yourself. Payment must be received by 13 days from the date of the invoice, or when you place your next order if it is sooner. Extra charges may be applied if payment is late. If no payment has been received when you submit your next order, then it may be ‘held’ and not sent to you until the account 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.

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### **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. “Why am I restricted to a territory?”**

All representatives are allocated a specific area of up to 175 homes to start (this can be increased in subsequent campaigns if sales are achieved), this means there is no competition between representatives as houses will only be served by a single representative. As well as the territory 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. Customers can choose local representative delivery or have their orders sent directly from Avon and pay postage. Representatives earn discount from store orders at the same rate as their last regular order. Place a regular order over £87 on your account and you will earn 20% discount on store orders. Place a regular order over £160 on your account and you will earn 25% discount on store orders. The online store allows you to sell anywhere in the UK.

### **30. “How do I join?”**

Contact me on 07877401938 or apply online at <https://www.makeupinbusiness.co.uk/join-avon>

I hope this has answered a few of your questions, please refer back to the site <https://www.makeupinbusiness.co.uk/join-avon> if you wish to contact us or apply. Applicants must be over 18 years old and reside in the UK.

The Avon Online Stores are a fantastic tool for all representatives - here's mine as an example - and you get it FREE - <https://www.avon.uk.com/store/beautyonline>

Don't just take my word for it though that Avon is a good opportunity - here's the link to what some of my team members have to say - <https://makeupinbusiness.co.uk/2016/03/16/why-join-avon-real-testimonials-from-my-team/>

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Hope to hear from you soon,

Zoe x

Avon Independent Executive Sales Leader

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