

Frequently Asked Questions

Where can I buy aviance, and other Unilever Network products?

Our products can be bought online at www.avianceshop.com.ph and through members of Unilever Network.

What quality assurance or safety standards have the products been approved by?

All our products have been registered with the Food and Drug Association (FDA) both cosmetics and dietary supplements. All Unilever Network products and ingredients have been tested by Unilever's Safety and Environmental Assurance Centre (SEAC), world class assurance all Unilever products must pass before distribution in the market. Our customers can be sure that our products are safe for consumers. Furthermore, our products have passed clinical tests, to provide the ultimate assurance to our consumers.

How come my favorite items are no longer available?

The Company is continually striving to develop our products, therefore some products may be discontinued and replaced with new products with higher quality and innovation.

Can I return or exchange products bought online?

Our return and exchange policies can be viewed under the returns and exchange policies page.

How do I return items and when will I receive the refund?

To return a product, pls contact to the Appointed Distributor or call to 588-8822 within 15 days of purchase for AF/PS and 30 days of purchase for BA. Once the return approved, the refund will be proceeded and money transfer will be made within 15 days. More detail of Return Policy pls see at www.avianceshop.com.ph

How can I track my order?

You may track the status of your order in the 'My Orders' page in your profile.

How long does delivery take?

Orders received Monday – Friday will be shipped and delivered within 2 – 3 working days in Metro Manila and 5-6 working days Nationwide (excluding public holidays).

Can I buy from overseas?

Our online store avianceshop.com currently services 2 countries Thailand, and Malaysia. Orders, payment, and shipment may be made through the website for each country. The Company does not ship overseas.

How do I use my promo code?

After adding products to the cart, on the 'edit cart' page add your promotion code in the Member/Promo Code slot. However, if you are a PS, AF, or BA member and you are signed into your account, your promo code will automatically be applied.

Purchase at member price using a promo code.

If you do not have a promo code, you can request one from a friend who is a member of aviance or apply for membership to receive your own promo code.

**One promo code can be used for one order. You may use a promo code with unlimited orders. The promo code has no expiry date.*

How can I be sure my online payment is secure?

While making payments via credit card, all information is sent through SSL (Secure Socket Layer) a standard security technology for establishing an encrypted link between the web server and the banks security system. At no point does this website store users debit and credit card information.

If an error occurs during the order process, how will I know that the process has been complete?

If an error occurs during the checkout process, you may contact our call center at 588-8822 or email unilevernetwork.ph@unilever.com

I did not receive an email after shopping, subscribing to receive a newsletter, or applying for membership.

To confirm the completion of all activities you will receive an email. If you use Gmail and Yahoo! Mail the email will appear in your inbox. If you use Hotmail and Windows Live Mail the email may be placed in the 'Junk Mail'. To make sure that email is not considered as junk, set the email as 'This is not junk'. Next time, the email will not be considered as junk mail and will appear in your inbox. However, if you do not receive the email at your personal or corporate email account, please contact the IT service or check your server to receive the email from us.

After the checkout process, can I change my payment method?

The payment method cannot be changed after the order has been complete.

How can I change my email address, mobile number, shipping address and other information?

If you have an account on www.avianceshop.com or www.unilevernetwork.com you may change your information by signing into your account and accessing 'My Profile'.

If you do not have an account on the website, you may register for an account to store information for a swifter checkout process.

How can I subscribe to receive the latest news and special privileges from the Company?

If you would like to receive news from the Company about the latest products, activities or special offers, you may subscribe to receive news from the Company by submitting your email at the 'email subscription' box located at the footer, header, or menu.

If I am a regular customer, how can I apply for PS, AF or BA membership?

You can easily become a member by applying for membership at the 'Member Privileges' page . For BA membership there is a 800 peso membership fee. AF and PS membership is free according to the terms and conditions.

If you are not sure about your current membership status contact our call center at 588-8822 or email unilevernetwork.ph@unilever.com