

Frequently Asked Questions (FAQs)

- Where can I buy aviance, Beyonde, and other Unilever Network products
Our products can be bought online at www.avianceshop.com.my and at Unilever Network centres or 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? How do I return items?
Please refer to our Returns and Exchange policy.
- When will I receive the refund?
To return a product, please contact the Company within 7 days of purchase by calling +603-7960 2037. Once the Company has received the returned item, we will process the refund which may take within 15 - 30 days.
- How can I track my order?
You may track the status of your order in the "My Orders" page in your profile or through the link which has been sent to your email.
- How long does delivery take?
Orders received within Monday to Friday will be shipped and delivered within 3 - 5 working days (excluding public holidays).
- Can I buy from overseas?
Our online store avianceshop.com currently services 3 countries Thailand, Malaysia, and Singapore. 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.

*Only one promo code can be used for one order. However, you may use the 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 debit and 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 completed?
If an error occurs during the checkout process, you may contact our call center at Tel. +603 - 7960 2037 or email order.aviancemy@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 completed. However, you may cancel your order within 24 hours, and re-order by selecting your preferred payment method.
- How can I change my email address, mobile number, shipping address and other information?
If you have an account on www.avianceshop.com.my or www.unilevernetwork.com.my 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' field 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 RM85 membership fee. AF and PS membership is free with terms and conditions applied.
If you are not sure about your current membership status, please contact our customer service at Tel. +603 - 7960 2037 or email order.aviancemy@unilever.com