

## How to shop online

### Step 1: Add Items to cart

Find products by browsing product category menus or searching for a product via the search bar. Once you have found a product that you would like to buy, click 'add to cart'.

### Step 2: Manage your cart

Click on the cart icon to view all items and the total price. To make changes, click 'edit cart'. You will be able to remove items, change number of items, and apply a promo code (member code) to receive a special discount. Press, 'Proceed to check out' to continue to the next step.

\*If you do not have a promo code (member code) you may contact a friend who is a member of aviance or join to become a member and receive 25% discount on all future orders. [Learn more about membership \(link to privilege page\)](#).

### Step 3: Order summary

Log in to your account for a faster checkout process. Shipping and personal information will automatically be filled (if the information has been provided before). In this step you may edit the shipping address and billing address.

### Step 4: Complete order

Once all information has been placed, click 'next' to review your order. You may still edit your order and information at this stage. To place order, click 'Proceed to payment.'

Once the order process is completed, a 'Thank You' page will confirm that your order has been placed successfully. You will receive a confirmation email on your order details within 24 hours of the purchase. If you do not receive the email, please contact us at +603 - 7960 2037 or email us at [order.aviancemy@unilever.com](mailto:order.aviancemy@unilever.com) for further assistance.

## Payment information

Payment can be made via the following channels:

1. Pay via credit card and debit card (Master Card/VISA)

Payment by check is not acceptable

In the case of suspicious payment, the Company may request for additional documents such as original copy of credit/debit card, copy of passport, driver's license or other official documentation.

## Order processing

- Your order will be shipped according to your shipping address.
- Orders received on the weekends and public holidays will be processed on the following Monday or the next working day.
- Orders will only be shipped out during working days (Monday - Friday, excluding public holidays)
- The Company will only take responsibility for orders in which the shipping information is correct, and will not be responsible for orders where the incorrect shipping information provided by the customer.
- The Company does not ship overseas. The customer must order from the website of the country in which the customer wishes to ship the product.
- Orders will not be processed until payment has been approved by the bank.
- One order can only be delivered to one address. Order items separately, if it is necessary to deliver to many addresses.

## Order cancellation

If you would like to cancel an order, please contact +603 - 7960 2037. Your order will be cancelled if it has not been shipped out. However, if the order has already been shipped, you may return and exchange the products.

In the case that your order is cancelled, no payment will be required for cancelled products. Please be noted that the shipping may take 3 - 5 days, therefore the Company reserves the right in cancelling products during this period. Once the order has been received, you may return the products according to the terms and conditions:

The Company will exchange products and sales aids on the following terms and conditions:

1. Products or sales aids damaged during shipping by the Company
2. Shipping destination or order is incorrect.
3. Products or sales aids damaged or flawed before shipping.
4. Products or sales aids are not up to standard.