

Amway AmPerks™ FAQs

Overview

The AmPerks Customer Rewards Program was created by Amway to help you grow customer sales through customer loyalty and repeat purchases.

FAQs

Questions and answers to help you understand the program and the benefits to you and your customers.

1. What is the AmPerks™ Customer Rewards Program?

Customers today expect to be rewarded for purchasing loyalty. The AmPerks™ Program delivers on that expectation with a simple, points-based program that is competitive in today's marketplace. Free to join, your customers can earn 2 points per dollar spent and redeem those points for dollars off future purchases. Limited-time promotions include free ground shipping on orders of \$99 or more, bonus points for first time sign-up, as well as additional points for qualifying DITTO™ orders.

2. What does AmPerks™ mean for my business?

The AmPerks™ Program will help build your business by growing customer sales through customer loyalty and repeat purchases.

3. How do customers enroll in the AmPerks Program?

The AmPerks™ Program is free to join for registered customers. Registered customers may opt in to The AmPerks™ Program on the Amway website. New customers can opt in to the program on the Amway website after they've registered as customers. A customer must opt themselves into the program. IBOs will not be able to opt customers into the AmPerks™ program.

4. How do customers opt-out of the AmPerks™ Program?

Customers may opt out of the program anytime under "My Account." Opting out will not cancel the Amway registered customer account. Customers will no longer be able to earn points on purchases, redeem rewards or participate in related promotions. Their remaining points will be available until the account reaches two years of inactivity. To access those points, customers will need to opt back into the program.

5. What are the benefits of the AmPerks™ Program for customers?

The AmPerks™ Program offers customers several perks, including two points for every dollar spent on qualified purchases, personalized shopping recommendations and exclusive promotions and incentives.

6. What does the free shipping promotion include?

The Free Ground Shipping promotion is valid for orders placed for AmPerks™ customers and shipped to U.S. addresses only (excludes offshore and handling fees). Please see [Shipping & Delivery](#) for details.

Customers Earning Points

7. How are points earned?

Customers earn points when they purchase qualified products. They earn two points for every \$1 spent. They may also receive promotional points from AmPerks™ exclusive promotions and incentives running throughout the year.

8. Can customers earn points on multiple AmPerks promotions for the same purchase?

Yes, customers can earn points on all active AmPerks promotions which apply to their purchase.

For example: All qualified purchases will earn 2 points per dollar spent. If their purchase also qualifies for the DITTO promotion, they will receive an additional 2 points per dollar spent. If there is a product promotion running during this time, they will also receive points based on that promotion. Yay for rewards!

Here is how it works: 2 points for every dollar spent + 2 points for the DITTO promotion + 2 points for the product promotion = 6 total points per dollar spent.

9. Where can customers earn points?

Customers can earn points through Create a Receipt, your MyShop digital storefronts, DITTO scheduled orders, Amway.com and Service Center and Business Center locations. AmPerks™ members will earn points when their IBO places an order for them through any of these channels.

10. Do customers receive points on all purchases?

No, not all purchases will be eligible for points. Taxes, shipping costs, partner store purchases, Amway gear, etc. are excluded. Customers can reference the AmPerks™ Customer Rewards Program Terms & Conditions for a complete list of exclusions.

11. Can customers receive points from purchases made prior to joining AmPerks™?

No, points for purchases made prior to joining the AmPerks™ Program will not be added to a customer's AmPerks™ account retroactively.

12. When do points appear in Customer rewards accounts?

After the order is invoiced and shipped, customers will receive points and can view them in their dashboard.

13. Where are point balances located?

Point balances are located on the AmPerks™ dashboard under the "AmPerks™" tab on the website. Customers must be logged in and enrolled in the AmPerks™ program to view point balances.

14. Can points be combined from two different customer accounts?

No, points will be earned and applied to the customer account from which the purchase was made.

15. Do customer reward points expire?

All accrued points will expire after two years of purchase inactivity. Customers will be notified prior to expiration.

16. How are missing points applied to accounts?

Customers may contact Customer Service for assistance.

Redeeming Points & Rewards

17. How are points redeemed?

Points accumulated can be redeemed by customers for rewards (dollars off total purchases). A customer can redeem in increments of 500 points; 500 points equates to \$5 off a purchase.

18. Where can rewards be redeemed?

Rewards may be redeemed from the shopping cart during the checkout process on Amway.com or IBO MyShop digital storefronts. Customers may select the reward they'd like to use with their order and the reward will be applied to their cart.

19. Can rewards be used with other discounts and specials offered by Amway?

Yes, rewards may be combined with other discounts and special offers.

20. Can IBOs redeem rewards on behalf of customer purchases?

No, IBOs will not be able to redeem rewards for their customers. Customers must redeem their own rewards.

21. If a reward is redeemed on a customer order, what do I earn PV/BV on?

IBOs will be awarded PV/BV based on price paid on the order.

22. Are there exclusions to redeeming points?

There is no cap on how many points may be redeemed at one time, up to the nearest \$5 value of the total product cost of the qualified purchase. For example, a total product cost of \$98 may only be redeemed at \$95 off of a qualified purchase. Customers may not redeem \$100 and receive \$2 back in cash value.

Points cannot be redeemed on taxes, shipping costs, partner store purchases, etc. Customers can reference the AmPerks™ Customer Rewards Program Terms & Conditions for a complete list of exclusions.

23. What happens to points and rewards if a customer registers as an IBO?

The AmPerks™ Program is for customers only. If a customer becomes an IBO, their points will no longer be valid. Points cannot be transferred to another customer account.

Returns and Refunds

24. What happens to rewards when an item is returned?

Rewards used on a returned purchase will be applied back to the account in the form of equivalent AmPerks™ points.

25. What happens to points if part of the order is cancelled?

If an item is cancelled from an order, earned points will be deducted from the account. Redeemed points will be reissued to the account for the item that was cancelled.

Managing My AmPerks™ Customers

26. Where can I see which of my customers are enrolled in the AmPerks Program™?

An IBO can view which customers are enrolled in the AmPerks Program™ in the Customer Management tool.

27. Can I see how many points my AmPerks™ customers have?

Yes, if a customer is enrolled in the AmPerks™ Program, you will see their AmPerks™ point total in the Customer Management tool.

28. Can I see points earned and redeemed on customer orders?

Yes, this will be available in Order Details.