

DELIVERY TERMS FOR THE ORDERS PLACED THROUGH WWW.AMWAY.RU AND CUSTOMER SERVICE DEPARTMENT

Amway carries out delivery of goods "Door to Door" on the territory of the Russian Federation.

- ❖ Door-to-door is the delivery to home or office. The courier has to put boxes to the floor or bring them to the gate if we are talking about a private house.
- ❖ Cities and towns with difficult transport logistics, conditioned by the geographical location are exception.
 - ferry, small aviation (There is no direct contact between Courier and ABO for the signing of the "Shipping receipt" to confirm the delivery by the Customer)
 - hard-to-reach settlements without paved roads
 - the building above the 5th floor in case of the absence or damages of the elevator
 - missing the driveway is more than 50 meters

Delivery "door To door" to the closed administrative-territorial entity and closed military towns is carried out, if ABO prepares a pass to the Courier.

Below you can see home delivery conditions for individual and consolidated orders in case of auto/train and airfreight delivery.

Auto- and train delivery

- ❖ Order delivery without PV limit restriction and free of charge delivery for orders over 200 PV, for all ABOs living in the following regions of the Russian Federation, specified in Annex № 1.

The scale of assembling & delivery fee

№ range	1	2	3	4
Order value range, PV	0 < 60	≥60 < 120	≥120 < 200	≥200
Order assembly and delivery fee, rubles	255	375	530	Free

- ❖ Order delivery without PV limit restriction for all ABOs living in the following regions of the Russian Federation specified in Annex № 2.

The scale of assembling & delivery fee

№ range	1	2	3	4	5	6
Order value range, PV	0 < 60	≥60 < 120	≥120 < 220	≥220 < 320	≥320 < 1100	≥1100
Order assembly and delivery fee, rubles	255	375	530	630	1290	Free

- ❖ Delivery of orders to automatic parcel terminals (postomat) and pick-up points (PuP) without restriction of the PV value for ABOs in regions of the Russian Federation specified in Annex №3. A payment for assembly and delivery of one order - 150 rub.

Airfreight delivery

- ❖ Order delivery with PV limit restriction for all ABOs living in the following regions of the Russian Federation specified in Annex № 4.

The scale of assembling & delivery fee

№ range	1	2	3	4	5	6
Order value range, PV	≥ 500 < 1000	≥1000 < 1500	≥1500 < 2000	≥2000 <2500	≥2500 < 3000	≥3000
Approximate range of the order value, rub. ¹	46 020 ≤ 92040	≤ 138 060	≤ 184 080	≤ 230 100	≤ 276 120	> 276 120
Order assembly and delivery fee, rubles	7330	14540	21970	29090	36510	43730

ABOs will be able to place their orders for home delivery through our web-site www.amway.ru and Customer Service Department.

The orders can be paid: **online by banking card, through bank or postal transfer and in all VTB 24 bank branches, as well as through QIWI payment terminals.** You can get more detailed information about order payment methods on our e-commerce web-site www.amway.ru or in the Amway Price list.

Annex № 1

The list of the regions of Russian Federation (orders delivery without any restrictions in PV order limit and free delivery of orders over 200 PV).

Please note that the "Total execution time of the order" does not include weekends and holidays, as well as the waiting time of confirming of order payment, which may be:

- payment by credit card on the website – 1 working day
- payment by bank transfer – up to 3 working days

Terms of delivery in the winter period can be extended by 1 working day.

* The time of picking

1. If the payment receives from the 1st till 25th, the time of order picking including the day of transfer to the shipping company will be 1 working day.
2. If the payment receives from the 26st till 31th, the time of order picking including the day of transfer to the shipping company will be 2-3 working days.

Order delivery is carried out on working days between from 9:00 to 22:00. Notification before the delivery is performed by sending SMS messages with information about the delivery date and the driver's phone, or by calling to recipient (depends on region) the day before delivery.

The courier contacts the recipient and informs him/her about the time of delivery one hour before the delivery. If the recipient is not found for 3 weeks, the order will be automatically disbanded with a refund money to the Recipient.

In the case of incorrectly specified delivery region, the order will be canceled with a refund money to the Recipient.

Order assembly place	Regions of Russian Federation	Pick-up & delivery from payment confirmation (working days)*	Name of a Transport Company
	Moscow	2	AirTranss

Istra Warehouse, Moscow region	Nizhny Novgorod	4	Svetlana-K
Warehouse Ufa	Ufa	2	Svetlana-K
Ekaterinburg Warehouse	Ekaterinburg	2	Svetlana-K
	Chelyabinsk	3	Svetlana-K
	Perm	3	
Warehouse Kazan	Kazan	2	Svetlana-K
	Samara	4	
Saint Petersburg Warehouse	Saint Petersburg	2	Svetlana-K
Rostov-on-Don Warehouse	Rostov-on-Don	2	Premium Logistic Group
	Volgograd	3	
	Voronezh	3	Svetlana-K
Krasnodar Warehouse	Krasnodar	2	Premium Logistic Group
Krasnoyarsk Warehouse	Krasnoyarsk	2	Svetlana-K
Novosibirsk Warehouse	Novosibirsk	2	Svetlana-K
	Omsk	3	Svetlana-K
Irkutsk Warehouse	Irkutsk	2	AirTranss
Khabarovsk Warehouse	Khabarovsk	2	Svetlana-K
	Vladivostok	4	

You can track the delivery status of your order directly on the website of the Transport Company. Instructions for tracking delivery status is available on the website in the section www.amway.ru: *Business Center Amway >> Library >> Business Forms and Procedures >> Placing orders.*

Name of Transport Company	Contact phone	Web-site
Air Transs	8 (800) 777 50 50 (free of charge in Russia) 8(495)122-06-60	http://www.airtranss.ru
Svetlana-K	8 (800) 200-46-48 (free of charge in Russia) 8 (495) 708-48-48 (for Moscow region)	http://www.svetlana-k.ru/
Premium Logistic Group	Moscow: 8 968 399 00 89 (from 10:00 until 18:00) Rostov-on-Don: 8 (961) 271-22-99(from 10:00 until 18:00)	http://www.premium-logistics.ru/

The list of the regions of Russian Federation for order delivery without any restrictions in PV order limit

Please note that the "Total execution time of the order" does not include weekends and holidays, as well as the waiting time of confirming of order payment, which may be:

- payment by credit card on the website – 1 working day
- payment by bank transfer – up to 3 working days

Terms of delivery in the winter period can be extended by 1 working day.

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Order assembly place	Regions of Russian Federation	Pick-up & delivery from payment confirmation (working days)*	Name of a Transport Company
Istra Warehouse	Arkhangelsk region	5-8	Air Transs
	Kalinigrad region	5-7	
	Moscow region (except section listed in Appendix №1)	2-3	
	Komi Republic	6-8	
	Saratov region	4-6	
	Yamalo-Nenets Autonomous District	9	
	Belgorod region	3-5	Premium Logistic Group
	Bryansk region	3-5	
	Vladimir region	3-5	
	Vologda Region	3-5	
	Ivanovo region	3-5	
	Kaluga region	3-5	
	Kostroma region	3-5	
	Kursk region	3-5	
	Orlov region	3-5	
	Penza region	3-5	
	Ryazan region	3-5	
	Smolensk region	3-5	
	Tambov region	3-5	
	Tver region	3-5	
	Tula region	3-5	
Yaroslavl region (except section 1)	3-5		
Nizhny Novgorod region (except cities listed in Annex 1)	5-6	Svetlana-K	
Mordovia Republic	5-6		
Komi Republic	6-8		
Kazan Warehouse	Tatarstan Republic (except cities listed in Annex 1)	2-4	Svetlana-K
	Izhevsk	4	
	Udmurtiya Republic	5	
	Cheboksary	3	
	Chuvashiya Republic	5	
	Ulianovsk	3	
	Ulianovsk Republic	5	
	Kirovsk region (except section 1)	5-8	
	1. Lesnoy, Rudnichnya, Loyno		
	Samara region (except section listed in Appendix №1)	4-6	
	Ioshkar Ola	3	
	Mary El Republic	5	
Ufa Warehouse	Bashkortostan Republic (except section cities listed in Appendix №1)	2-4	Svetlana-K
	Orenburg	5	
	Orenburg region	7	

Ekaterinburg Warehouse	Khanty-Mansi Autonomous region	8	AirTranss
	Perm krai (except section cities listed in Appendix №1)	3-5	Svetlana-K
	Chelyabinsk region (except section cities listed in Appendix №1)	3-5	
	Sverdlovsk region (except cities listed in Annex 1)	2-4	
	Kurgan region	3-4	
	Tyumen region	3-5	
Surgut Warehouse	Khanty-Mansi Autonomous region	2-4	AirTranss
	Tomsk region (Alexandrovsky district)	4	
	Yamalo-Nenets Autonomous District	7	
Krasnoyarsk Warehouse	Krasnoyarsk krai (except section the cities listed in Annex 1)	2-6	Svetlana-K
	Tyva Republic	3-5	
	Khakassia Republic	3-5	
Novosibirsk Warehouse	Novosibirsk region (except the cities listed in Appendix №1)	2-4	Svetlana-K
	Altay Republic	3-5	
	Altay krai	3-5	
	Kemerovo region	3-5	
	Tomsk region	4-8	
	Zabaykalsky Krai	8	
	Buryat Republic	8	
Omsk region (except cities listed in Annex 1)	3-5	Svetlana-K	
Irkutsk Warehouse	Irkutsk region (except section cities listed in Appendix №1)	2-6	AirTranss
	Chita	5	Svetlana-K
	Zabaykalsky Krai	11	
	Ulan-Ude	5	
	Buryat Republic	7-16	
Krasnodar Warehouse	Krasnodar krai (except cities listed in Annex 1)	2-4	Premium Logistic Group
	Adygea Republic	2-4	
Rostov-on-Don Warehouse	Rostov region (except section cities listed in Appendix №1)	2-4	Premium Logistic Group
	Astrakhan region	4-5	
	Volgograd region (except section cities listed in Annex 1)	3-5	
	The Kabardino-Balkaria Republic	5-6	
	The Republic of Kalmykia	5-7	
	The Karachay-Cherkess Republic	5-7	
	The Republic of North Ossetia-Alania	5-6	
	The Republic of Dagestan	5-6	
	The Republic of Ingushetia	5-6	
	The Chechen Republic	5-6	
	Stavropol krai	3-5	
Voronezh region (except section cities listed in Appendix №1)	3-5	Svetlana-K	
Lipetsk region	3-5		
	Leningrad region (except cities listed in Annex 1)	2-4	Svetlana-K
	Novgorod region (except section 1)	3-5	

Saint Petersburg Warehouse	Pskov region (except section 1)	3-5	Svetlana-K
	Murmansk region	5-6	
	The Republic of Karelia	5-6	
Khabarovsk Warehouse	Khabarovsk krai (except section 1,2,3,4 and cities listed in Appendix №1)	2-5	
	1. BIRCH, GORIN, THEM. POLINY OSIPENKO, HERPECIN, KHURMULI	6	
	2. VANINO, DATTA, PRECEPTS OF ILYICH, SALMON, MAY, MONGOKHTO, OKTYABRSKY, SOVETSKAYA GAVAN	7	
	3. ANNINSKIYE MINERAL'NYYE VODY, BOGORODSKOYE, MACE, DE-KASTRI, NIKOLAEVSK-ON-AMUR, BERRY	8	
	4. HIGHLAND, NEW URGAL, TYRMA, CHEGDOMYN	9	
	Amursk region	5-9	
	The Evreiskiy Autonomous Destrict	4-6	
	Primorsky krai (except the cities listed in Appendix №1)	4-6	
	Sakhalin region	8-10	
Sakha (Yakutia) Neryungri district	8		

Annex № 3

The list of the regions of Russian Federation for orders delivery to parcel terminals and pick-up points without any PV limit

Please note that the "Total execution time of the order" does not include weekends and holidays, as well as the waiting time of confirming of order payment, which may be:

- payment by credit card on the website – 1 working day
- payment by bank transfer – up to 3 working days

Order delivery is carried out on working days between from 9:00 to 22:00

* The time of picking

1. If the payment receives from the 1st till 25th, the time of order picking including the day of transfer to the shipping company will be 1 working day.
2. If the payment receives from the 26st till 31th, the time of order picking including the day of transfer to the shipping company will be 2-3 working days.

At the end of order storage period in the automated parcel locker (3 days) and if the recipient has not extended the period of storage on the site <https://pickpoint.ru/>, the order will be automatically disbanded with a refund money to the Recipient.

Operating time of terminals is specified on the Website of Transportation Company <https://pickpoint.ru/>

Warehouse, shipping point.	Regions of Russian Federation	Pick-up & delivery from payment confirmation (working days)*	Name of a Transport Company
Istra warehouse, Moscow region	Moscow	2-3	Pick Point
	Moscow reg.	2-3	
	Vladimir	2-3	
	Yaroslavl	2-3	
	Ryazan	2-3	
	Smolensk	2-3	
	N. Novgorod	2-3	
Rostov-on-Don warehouse	Rostov on Don	2-3	Pick Point
	Aksay	2-3	
	Bataysk	2-3	
	Taganrog	2-3	
	Novocherkassk	2-3	
	Volgodonsk	2-3	
	Shakhty	2-3	
Krasnodar warehouse	Krasnodar	2-3	Pick Point
	Sochy	3-4	
	Anapa	3-5	
	Armavir	2-3	
	Gelendzhik	3-5	
	Novorossiysk	2-4	
	Sochy	3-4	
	Adler	3-4	
	Belorechensk	2-4	
	Eysk	3-5	
	Tuapse	3-4	
	Ust-Labinsk	2-4	
	Saint Petersburg Warehouse	St. Petersburg	
Vyborg		3-4	
Gatchina		3-4	
Kolpino		2-4	
Sosnovy Bor		3-4	
Vsevolzhsk		2-4	
Petergof		3-4	
Krasnoye Selo		2-4	
Yekaterinburg Warehouse	Yekaterinburg	2-3	Pick Point
	Perm	2-3	
	Tchelyabinsk	2-3	
	Tyumen	3-4	
	Magnitogorsk	3-5	

Surgut warehouse	Surgut	2-3	
	Nefteyugansk	3-4	
Ufa warehouse	Ufa	2-3	Pick Point
Kazan warehouse	Kazan	2	Pick Point
Krasnoyarsk warehouse	Krasnoyarsk	2-3	Pick Point
Irkutsk warehouse	Irkutsk	2-3	Pick Point
Khabarovsk warehouse	Khabarovsk	2-3	Pick Point
Novosibirsk warehouse	Novosibirsk	2-3	Pick Point
	Barnaul	2-3	
	Tomsk	2-3	
	Omsk	2-3	

Name of Transport Company	Contact phone	Web-site
Pick Point	+7 495 984 31 22 (<i>free of charge in Russia</i>)	https://pickpoint.ru/

Annex № 4

The list of the regions of Russian Federation for airfreight delivery of orders with PV restriction

Please note that the "Total execution time of the order" does not include weekends and holidays, as well as the waiting time of confirming of order payment, which may be:

- payment by credit card on the website – 1 working day
- payment by bank transfer – up to 3 working days

Terms of delivery in the winter period can be extended by 1 working day.

* The time of picking

1. If the payment receives from the 1st till 25th, the time of order picking including the day of transfer to the shipping company will be 1 working day.

2. If the payment receives from the 26st till 31th, the time of order picking including the day of transfer to the shipping company will be 2-3 working days.

Order delivery is carried out on working days between from 9:00 to 22:00. Notification before the delivery is performed by sending SMS messages with information about the delivery date and the driver's phone, or by calling to recipient (depends on region) the day before delivery.

The courier contacts the recipient and informs him/her about the time of delivery one hour before the delivery. If the recipient is not found for 3 weeks, the order will be automatically disbanded with a refund money to the Recipient.

In the case of incorrectly specified delivery region, the order will be canceled with a refund money to the Recipient.

Order assembly place	Regions of Russian Federation	Pick-up & delivery from payment confirmation (working days)*	Name of a Transport Company
WH Istra, Moscow region	Sakha-Yakutiya (Yakutsk)	10	Air Transs
	Kamchatskaya obl. (P-Kamchatskiy, Vilyuchinsk and Yelizovo)	9	
	Krasnoyarskiy kray (Norilsk, Talnakh, Kayerkan)	15	
	Chukotskiy AO (Anadyr, Ugolnye Kopi)	11 (May-August) **	
	Magadanskaya obl. (Magadan, Ola)	9	
	Nenetskiy AO (Nariyan-Mar)	9	

**** Chukotskiy AO (Anadyr, Ugolnye Kopi)** - From September to April, the frequency of flights of cargo planes is reduced (due to weather conditions), which entails a large concentration of cargo on this route. The boot priority medicines, perishable goods, and government order. Commercial cargo upon reheating the remaining free capacity. Delivery times are increasing for an indefinite period.

You can track the delivery status of your order directly on the website of the Transport Company. Instructions for tracking delivery status is available on the website in the section www.amway.ru: Business Center Amway >> Library >> Business Forms and Procedures >> Placing orders.

Name of Transport Company	Contact phone	Web-site
Air Transs	8 (800) 777 50 50 (free of charge in Russia) 8(495)122-06-60	http://www.airtranss.ru