



SINGAPORE

# USER GUIDE: **How to cancel an order**

Need more help?

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Call or write to us



## Helpdesk

Email us @  
[sghelpdesk@amway.com](mailto:sghelpdesk@amway.com)



## Call Center

Call +65 6550 9911  
**Monday to Friday**  
9am to 7pm  
**Saturday**  
12pm to 7pm  
(excluding Sunday & public holiday)

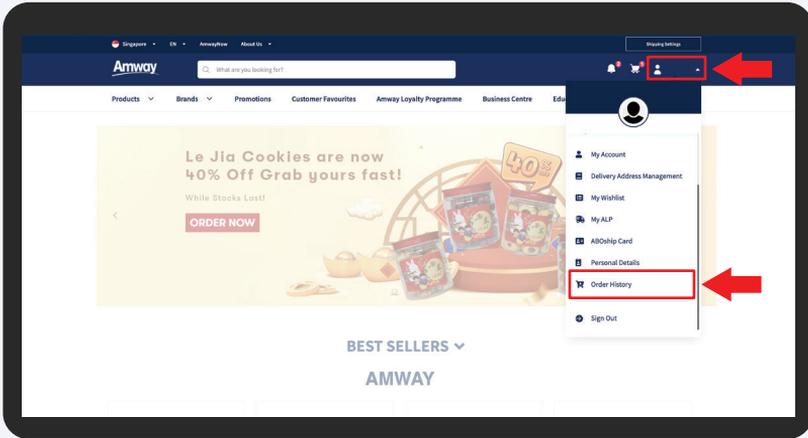


## Chatbot

You can also chat with our Amway Chatbot button at the bottom right on the website screen to get started!

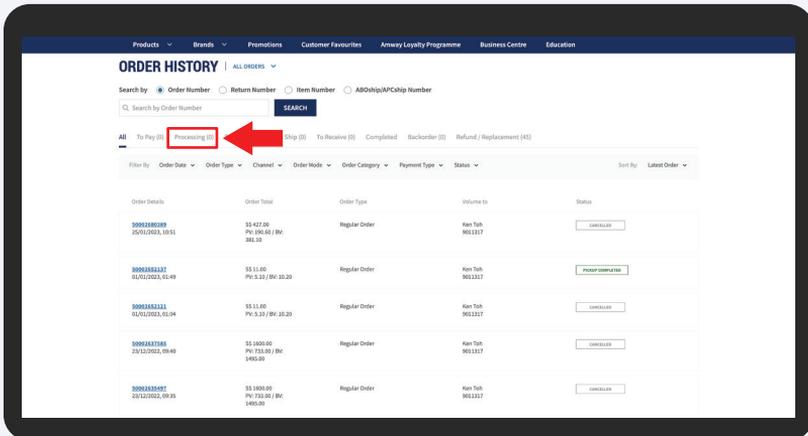
## How to cancel an order

1



Navigate to your mini account menu and select **Order History**.

2

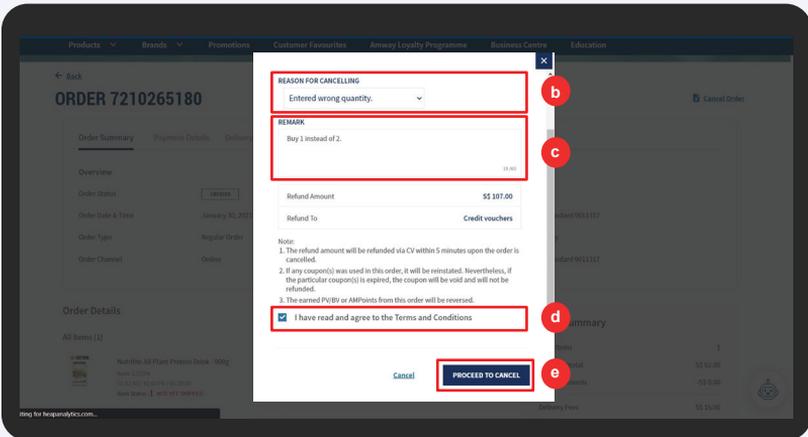
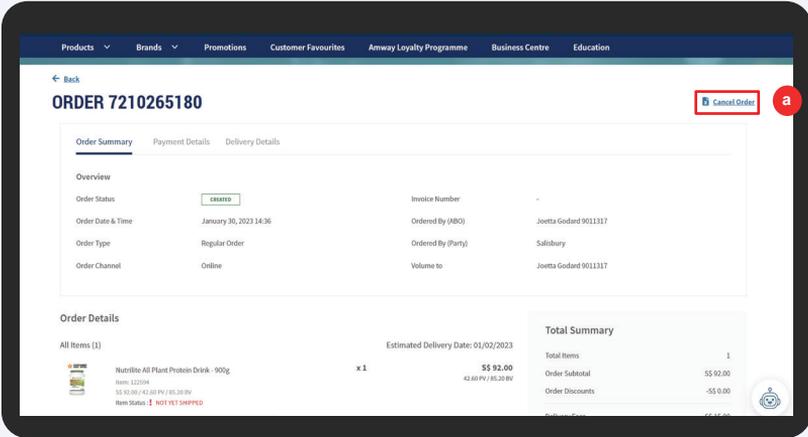


Search for the specific order under the **Processing** tab.

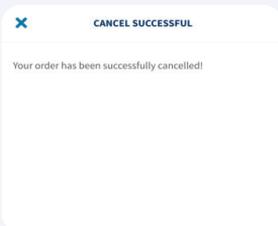
\*\*Only order(s) within the Processing tab can be cancelled.

## How to cancel an order

3



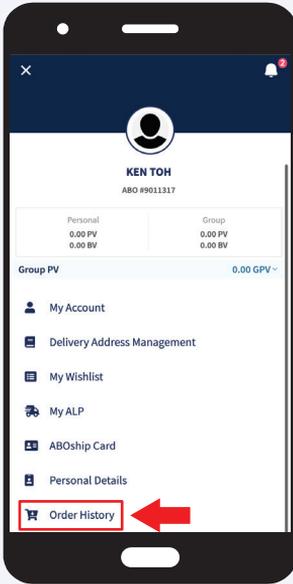
- a – Select the Cancel button.
- b – Select the cancellation reason from the dropdown list.
- c – Enter the cancellation description.
- d – Accept the Terms & Conditions.
- e – Click the Proceed to cancel button.



An email notification will be sent after the order has been successfully cancelled.

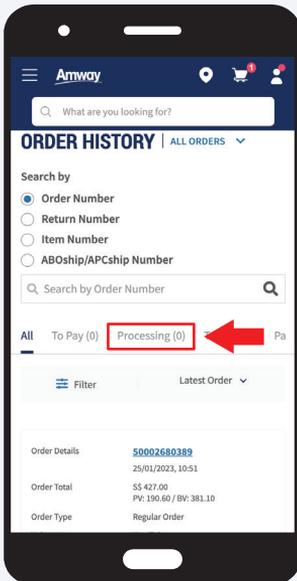
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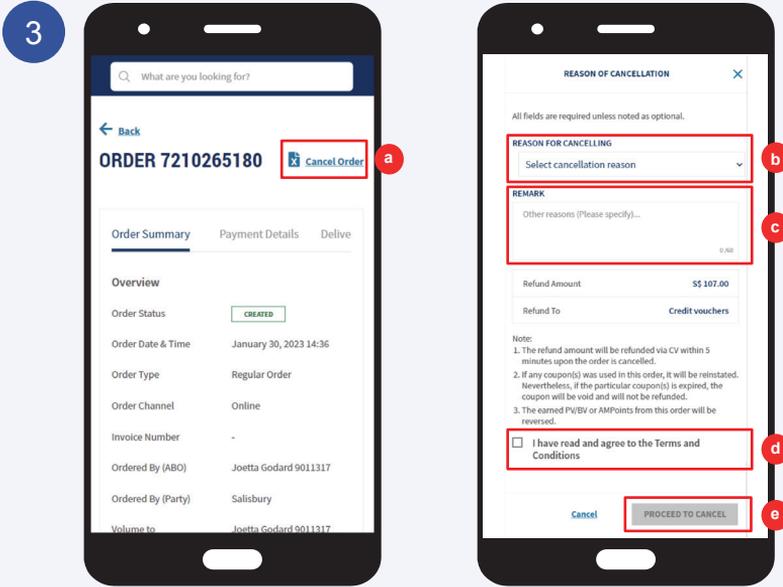
2



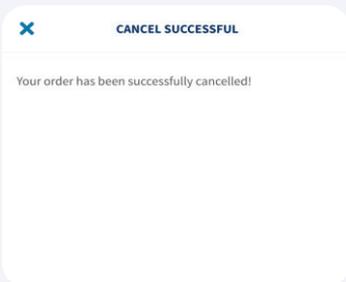
Search for the specific order under the **Processing** tab.

\*\*Only order(s) within the Processing tab can be cancelled.

## How to cancel an order



- a – Select the Cancel button.
- b – Select the cancellation reason from the dropdown list.
- c – Enter the cancellation description.
- d – Accept the Term & Conditions.
- e – Click the Proceed to cancel button.



An email notification will be sent after the order has been successfully cancelled.

## Frequently Asked Questions

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### Question

Can I cancel my online order(s)?

### Answer

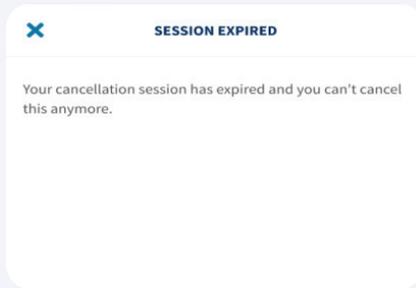
Yes, order cancellation is applicable to Home Delivery order(s) placed via the website.

### Question

When can I cancel my order?

### Answer

Order cancellation is allowed within 1 hour after an order is placed.



### Question

What is the refund method after I cancel my order?

### Answer

The refund method for order cancellation is restricted to Credit Voucher which you can use for your next purchase.

## Frequently Asked Questions

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### Question

Can I perform cross month cancellation?

### Answer

Cross month cancellation is not allowed.

### Question

Who can initiate the cancellation of an order?

### Answer

Order(s) can be cancelled by the ordering party only.



#### EDIT & CANCELLATION NOT AVAILABLE

You're not authorised to perform the actions. Please reach out to upline for amendments.

### Question

Do I need to pay a cancellation fee?

### Answer

Cancellation within 1 hour after placing an order is free of charge.