



SINGAPORE

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

Need more help?

Call or write to us



Helpdesk

Email us @
sghelpdesk@amway.com



Call Center

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

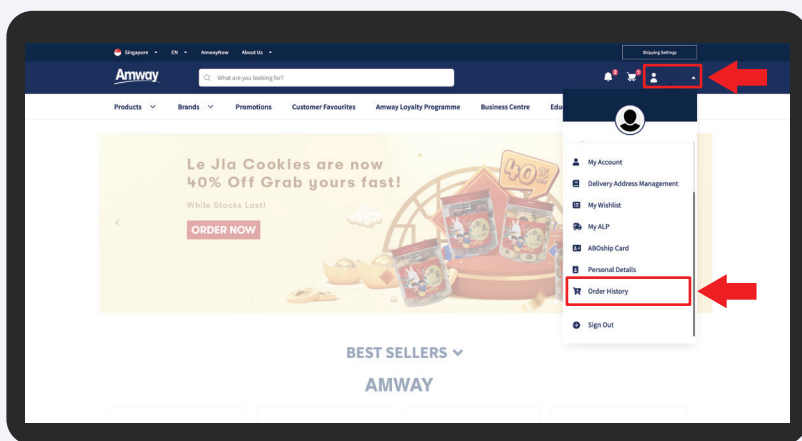


Chatbot

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

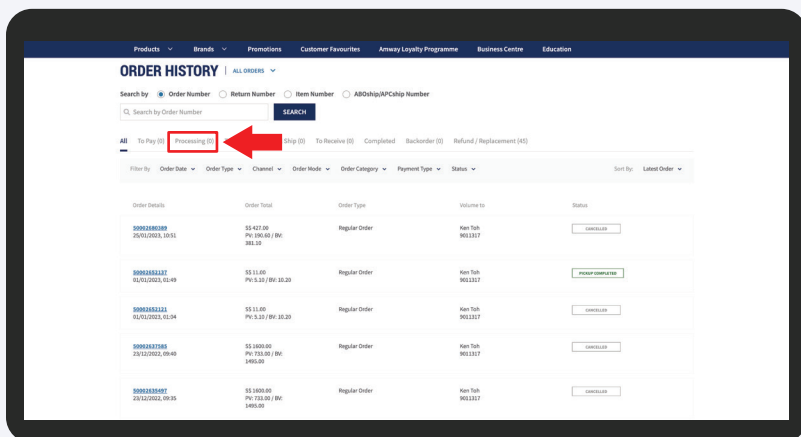
How to cancel an order

1



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

2



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

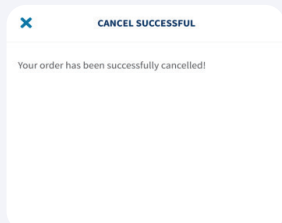
**Only order(s) within the Processing tab can be cancelled.

How to cancel an order

3

The screenshot shows the Amway website interface for cancelling an order. The top navigation bar includes links for Products, Brands, Promotions, Customer Favourites, Amway Loyalty Programme, Business Centre, and Education. The main heading is 'ORDER 7210265180'. A red box labeled 'a' highlights the 'Cancel Order' button in the top right corner. Below the heading, there are tabs for 'Order Summary', 'Payment Details', and 'Delivery Details'. The 'Order Summary' tab is active, showing an overview of the order. The order status is 'CREATED'. The order date and time is 'January 30, 2023 14:36'. The order type is 'Regular Order'. The order channel is 'Online'. The invoice number is '42.08/PV/45.20/BV'. The order is ordered by 'Joetta Godard 9011317'. The order is ordered by (Party) 'Salisbury'. The volume to is 'Joetta Godard 9011317'. The estimated delivery date is '01/02/2023'. The total summary shows 'Total Items: 1', 'Order Subtotal: \$5 92.00', and 'Order Discounts: -\$5 0.00'. The order details show 'All Items (1)' and 'Nutrilite All Plant Protein Drink - 900g'. The item status is 'NOT YET SHIPPED'. A modal window is open for cancelling the order. The modal has a title 'REASON FOR CANCELLING' and a dropdown menu with 'Entered wrong quantity.' selected. A red box labeled 'b' highlights the dropdown menu. Below the dropdown is a text area for the cancellation reason, with 'Buy 1 instead of 2.' entered. A red box labeled 'c' highlights the text area. Below the text area is a 'Refund Amount' of '\$5 107.00' and a 'Refund To' field with 'Credit vouchers' selected. A red box labeled 'd' highlights the 'I have read and agree to the Terms and Conditions' checkbox, which is checked. Below the checkbox is a 'PROCEED TO CANCEL' button, highlighted with a red box labeled 'e'. The modal also includes a 'Cancel' button and a 'Note' section with three points: 1. The refund amount will be refunded via CV within 5 minutes upon the order is cancelled. 2. If any coupon(s) was used in this order, it will be reinstated. Nevertheless, if the particular coupon(s) is expired, the coupon will be void and will not be refunded. 3. The earned PV(B) or AMPoints from this order will be reversed.

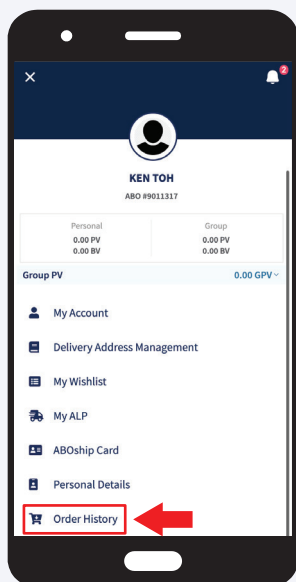
- a – Select the Cancel button.
- b – Select the cancellation reason from the dropdown list.
- c – Enter the cancellation description.
- d – Accept the Terms & Conditions.
- e – Click the Proceed to cancel button.



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

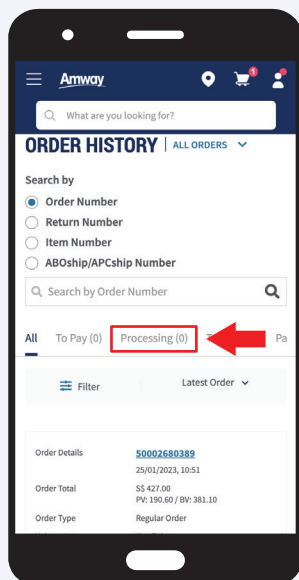
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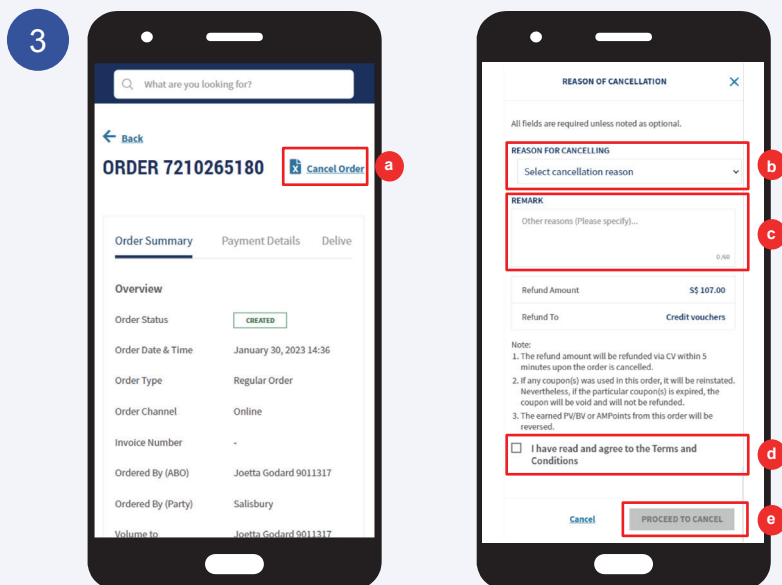
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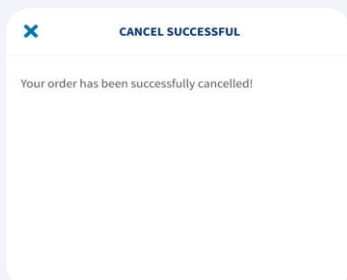
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d – Accept the Term & Conditions.

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Frequently Asked Questions

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.



SESSION EXPIRED

Your cancellation session has expired and you can't cancel this anymore.

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

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.