



AOP

Where can I find the answers to questions about my IBO position?

The answers to most of your questions can be found in ACN Compass. You are also encouraged to contact your sponsor with questions. You may reach ACN directly by calling IBO Services at 1-787-919-7011

What is AOP?

The Automatic Ordering Program (AOP) is a simple, convenient monthly recurring order process that will save you time by allowing you to easily order products on a monthly basis. Take advantage of AOP so that you don't run out of your favorite products for demonstrations, your clients, or just for your personal use.

What are the benefits of the AOP?

Purchasing products through the AOP can be a convenient way to automatically place product orders on a monthly basis. Take advantage of AOP so that you don't run out of your favorite products for demonstrations, your clients, or just for your personal use.

What is the frequency of the AOP?

The AOP is processed monthly.

Can I enroll in the AOP later on?

Yes, you will be able to enroll in the AOP at any time.

When can I cancel my AOP?

You may cancel your AOP by contacting ACN IBO Services via phone or chat. To ensure that your AOP is cancelled prior to the automatic processing of another order, please cancel the order 5 days before the billing date.

PAYMENTS

What payment methods do you accept?

We accept credit card and cash payments. You can make cash payments through one of the following options:

1. ACN Center of Excellence – Cash payments are accepted in person at the ACN Center of Excellence:

Escorial Office Building

1400 De Diego Ave, Suite 110

Parque Escorial, Carolina 00987

(Next to Ikea, across from University of Puerto Rico)

2. Authorized Locations – Pay your bill at over 400 locations throughout Puerto Rico. [Click here for a complete listing of authorized payment locations.](#)

3. Online Banking Payment Services - Banco Popular, Oriental Bank, First Bank and Scotia Bank banking customers can utilize their online bill payment service to pay this bill. Please be advised that this service is not available at any of the Bank's branch locations.

Banco Popular customers can call TelePago Popular® at 787-724-3652, 1-888-724-3652, or access Mi Banco Online at www.bancopopular.com to pay this bill.

To pay at an authorized cash payment location or using your online banking, you will need your 11-digit account number, amount due and the company name ACN Puerto Rico, LLC.

Can I modify my payment information?

You can modify the payment information on file by logging in to your Back Office or by calling ACN IBO Services.

Is my information safe with ACN?

Yes, at ACN we are committed to ensure that your personal and financial information is always secured. You can have peace of mind knowing that your information will never be shared with third parties and knowing that we have some of the best technologies to ensure that our information handling processes meet the highest industry standards.

How long does it take for ACN to receive a payment?

The time it takes to confirm that a payment was received varies depending on the selected payment method.

Credit Cards – Payment confirmation will be available once the transaction has been approved.

Cash – After making the payment please allow 2-3 business days to receive your payment confirmation.

Which credit cards can I use to make my payments?

You can make your payments using your Visa, MasterCard, and American Express.

SHIPPING

When will my order ship?

Your order will ship after payment is received, per your shipping method selected.

Where can I find my tracking number?

Once your order has been shipped, ACN will send you a tracking number via e-mail. Depending on the shipping method selected, you can also visit the FedEx website to track your order by using the tracking number that we've provided you.

You can access your shipping and tracking information by logging in to your account and selecting "Order History" from "My Account" tab.

Can I modify the ship date?

You can modify the shipping date of your AOP 5 days before the date that you registered, or immediately after your last order was billed. Log in to your account or call the IBO Services to modify your ship date.

Can I ship to a PO Box?

No, unfortunately FedEx does not ship to PO Boxes.

Where is the ACN Office in Puerto Rico?

The address of the ACN Office in San Juan is:

Escorial Office Building
1400 De Diego Ave Suite 110
Parque Escorial
Carolina 00987

EXCHANGE POLICY

I received the wrong product

If you have received the wrong product, please contact IBO Services within thirty (30) days of receipt of the erroneous product to report the error. You will receive instructions from ACN regarding the return of the product(s) that were shipped in error, and ACN will send you a replacement product(s) at no additional shipping cost to you.

I received damaged product

You should not accept visibly damaged Products purchased or obtained from the ACN store. If a Product is defective or damaged, ACN will accept a return of the Product at an ACN store for a full refund, exchange, or replacement in accordance with ACN's return procedures within thirty (30) days, so long as the damage is not caused by you.

What should I do if a customer wants to return product to me that I have sold?

Independent Business Owners must honor the ACN thirty (30) day return policy. Independent Business Owners must accept returns of resalable products from consumer customers to whom they have directly sold ACN products for a period of no less than thirty (30) days from the date of sale. "Resalable" condition is defined as the same unopened, unused condition as the product was in when purchased. If for any reason an IBO's personal customer is dissatisfied with any ACN product, the customer may return the resalable product to the IBO from whom the product was purchased within thirty days from the date of purchase for a replacement, exchange, or full refund of the purchase price from the IBO.

If a consumer customer requests to cancel the entire transaction within three (3) business days of purchase and returns the product to the IBO or makes the product available for the IBO to pick up, the IBO who sold the product to that customer must immediately refund the customer's full purchase price. The IBOs may return such returned products back to ACN for replacement with like product by visiting the ACN store with the returned product, together with submitting a completed Dissatisfied Consumer Product Return Form, and shipping the product to the designated ACN address at IBO's expense within five days of receipt of the returned product from the consumer.

What is a Dissatisfied Consumer Product Return Form and where can I find it?

A Dissatisfied Consumer Product Return Form provides information about consumer returns that IBOs wish to exchange. An IBO may send such returned products back to ACN for replacement with like product by obtaining an RMA from IBO Services, submitting a completed Dissatisfied Consumer Product Return Form, and shipping the product to the designated ACN address at IBO's expense within five days of receipt of the returned product from the consumer. The Dissatisfied Consumer Product Return Form may be found in the IBO's Back Office.

Can I return products I have purchased from ACN?

You may return resalable Product that you purchase from ACN for any reason within thirty (30) days of receipt. "Resalable" condition is defined as the same unopened, unused condition as the product was in when purchased by you from ACN. You may receive a full refund, replacement, or exchange if you return the resalable Product to ACN within thirty (30) days of receipt. To obtain a refund, replacement, or exchange, you may visit the ACN store where you picked up or purchased your products during operating hours. Only Products purchased by you directly from ACN are eligible for return to ACN.

What is the Product Order Summary Form and where can I find it?

The Product Order Summary Form is the form that IBOs provide to consumer customers that the IBOs have directly sold products to. The Product Order Summary form contains important provisions for the consumer customer, such as the product descriptions and price as well as information on the return policy and the three day cooling off period required by federal law. The form may be found in ACN Compass in the Wellness and Personal Care section.

1. You will need to fully complete two Product Order Summary forms for each sale – one to give to the customer and one for you to keep for your sale records.
2. Please enter the date of the order and fully complete Sections I and III. Please ensure your customer fully completes Section II.
3. Obtain your customer's signature in Section III.
4. Notify your customer of their right to cancel as well as ACN Puerto Rico, LLC's 30 day Product Return Policy that you will honor. Your customer must receive two (2) copies of the Notice of Cancellation form that are already attached to the Product Order Summary, and you must complete the sections for date of transaction, IBO name, IBO address, and the "Not Later than Midnight Of" section to correspond with the third business day after the transaction date on each Notice of Cancellation.

Do I need a Return Merchandise Authorization (RMA) to process a return?

In order for a product to be successfully returned for replacement, exchange, credit or refund you must first obtain a Return Merchandise Authorization (RMA) number from the ACN Care Center and follow their instructions for the return of the product. Unfortunately, we simply cannot accept returns of any product received without an RMA number.

ORDERS

Can I cancel my order?

The ability to cancel an order depends on the selected payment method. Any orders with the payment method of Credit Card cannot be cancelled once submitted. Orders with the payment method of cash can be cancelled only if a payment has not been submitted; once a payment has been made you will not be able to cancel the order. To cancel an order that has not been paid, contact IBO Services at 1-787-919-7011

Can I modify an order?

The ability to modify an order depends on the selected payment method. Any orders with the payment method of Credit Card cannot be modified once submitted. Orders with the payment method of cash can be modified only if a payment has not been submitted; once a payment has been made you will not be able to modify the order.

I want to check my order status

You can access your order status by logging in to your account and selecting "My Orders" from "My Account" tab.

Can I place an order over the phone?

Yes, you can place your orders over the phone by calling the IBO Services at 1-787-919-7011. Remember that you can also place your orders 24/7 from the comfort of your home by logging in to your Back Office.

Can I print an invoice?

Once your payment has been processed, you will receive an email with an invoice, which you can print for your records. If you are a registered user, you can view your order and payment history through your Back Office.

What if my product is not available?

ACN offers you the convenient option of registering your email so you can receive a notification when your product becomes available.

Where can I update my personal information?

Your personal information can be updated by logging in to your account, visit "My Account" page and click on "Account Settings".

How do I contact the ACN Care Center?

The telephone number for the IBO Services is 1-787-919-7011.