

Product Review Terms and Conditions

We/us means Avon Cosmetics Ltd (“Avon”).

Thank you for leaving a product review! Your feedback is important to us because it helps to inform other customers’ purchases and helps us understand how to improve and develop our products.

When you submit a product review via our website, or via an email that you received post-purchase of one of our products, you agree to accept these terms and conditions.

How we ensure our reviews are genuine

We know that reviews left by our customers help to inform other customers’ purchases. That’s why it’s important that the process by which we collect reviews is transparent, and that we ensure that the product reviews left on our websites are left by genuine customers.

Leaving reviews on our product pages

If you submit your review via the review section on one of our product pages, you will be asked to confirm that you leave your review as a genuine customer and have knowledge of the product that you are reviewing.

When you leave your review on one of our product pages, we will also ask you to verify your review via a link sent by email. We have this step in place so we can verify that the review has been written by a real person as opposed to it being submitted by a bot. If you are leaving a review, look out for this verification email once you have submitted your review, otherwise your review will not be posted for other customers to read.

Customers who have left their review via the product page will have a “Verified Reviewer” badge displayed on their review.

Leaving reviews post-purchase

After you’ve placed an order with Avon, you may receive an email from us asking you to review the products you have purchased.

If you create a review via this email, your review will automatically be posted to our website with a ‘Verified Buyer’ badge, as we will be able to confirm that you’ve purchased the product from us.

How we use your personal information

Any personal information submitted directly to Avon, or to Avon via our review partner Yotpo, will be processed in accordance with our Privacy Policy.

Do not include any personal information within the review itself, as this will be published on our website, in its entirety.

How we may use your review

To ensure that product reviews fairly and accurately reflect the opinions of our customers, we publish all reviews submitted to us, whether positive or negative. However, we may moderate and remove content if it is in breach of the Rules of Conduct that are set out in our [Terms & Conditions of Use](#).

When you share a review to www.shopwithmyrep.co.uk, we may share that review, where it is about the same product, to www.avon.uk.com.

We love sharing your feedback with other customers! When you submit a review, you agree to grant us a non-exclusive, royalty-free, perpetual, irrevocable, transferable and fully sub-licensable right to use, reproduce, modify, adapt, translate, distribute, publish, create derivative works from and publicly display such review throughout the world in any media (including our Avon brochure) without compensation to you.

When you leave your review, we may choose to provide attribution of your comment or review at our discretion.

How you can report any issues or concerns

You should report any issues or safety concerns to our Relationship Centre [here](#). This will allow us to respond to your report as quickly as possible, as reviews may not be monitored regularly.

You will not be able to edit a review once it is posted. If you wish us to remove your review, you can request that we do so by contacting the Relationship Centre.