



AutoSave



FAQ

What is AutoSave?

AutoSave is designed to ensure that you, the Customer, never run out of your favourite Norwex® products at the most inconvenient times. It's a simple, convenient way to receive a steady supply of your favourite household and personal care products on a personalised schedule of your choice. Plus, you'll receive a 10% discount on all subsequent AutoSave orders!

Who can sign up?

The AutoSave program is exclusive to Norwex Customers.

Which items are available in the AutoSave program?

Most consumable items are available for AutoSave. Qualifying products will be indicated on the product page.

How do I sign up?

Setting up your AutoSave orders is easy and convenient. Here's what to do:

- Simply select your product by clicking on the image
- Select the AutoSave option
- Choose your desired frequency for how often you wish the product to be autoshipped to you
- Add item to your shopping cart
- Check out and tick the create Customer Account so you can update your AutoSave items at any time.
- Pay for your order and submit

And that's how simple it is. Remember, all subsequent AutoSave Shipments will receive a 10% discount.

What are the benefits of AutoSave?

- 10% discount on the item(s) in subsequent AutoSave orders.
- Scheduled shipments of the products you use the most so you never run out. No need to set up reminders to place a new order.

What happens after I set up AutoSave?

You'll receive an email confirming your subscription. Your AutoSave order will be placed automatically, according to your selected frequency and you'll be billed on the day your order is generated. Prior to each shipment, we'll send you an email reminder. You'll also receive email notifications regarding other important information related to your AutoSave account.

Where can I see my upcoming AutoSave orders?

You can view and manage your future AutoSave orders in the AutoSave section within your account. The next scheduled order will be displayed.

Can I add other non-AutoSave items to my next AutoSave order?

At this stage only AutoSave items can be shipped.



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How do I manage my AutoSave orders?

To make changes to your AutoSave orders, go to the AutoSave Orders section within your account. Here you'll have the options to:

- View and change Next Shipment date
- View and change frequency
- Change quantity
- Cancel products

How do I skip a delivery?

To skip an AutoSave order, go to the AutoSave Orders section within your account and 'change the Next Shipment date' on the item(s) you want to skip. We won't send you the item(s) until the next date you choose.

How do I combine products to be in the same order?

- AutoSave orders that have the exact same Next Shipment date, shipping address, billing address & payment method and are with the same Consultant, will ship as one order.
- If you have more than one AutoSave order, and want the items to ship in the same order, go to the AutoSave section within your account and change the Next Shipment dates to be exactly the same.
- Also, if you want them to always ship together, set their frequency to be the same as well.

How do I make changes to my AutoSave account information?

To review or modify your account information, login to your Customer account and click on the account circle. Select "Account Information" to update your details

When will I be charged for orders?

Orders will be billed to your card on the day the AutoSave order is due. You may edit or cancel the order up to 24 hours before the Next Shipment date in your Customer Account.

Will Norwex remind me before my AutoSave order ships?

Yes, when your AutoSave order is due, we'll send you an email reminder.

What happens if an item(s) is out of stock or retired at the time of shipment?

If an item(s) is temporarily out of stock at the time of shipment, we won't charge you for the order. We'll ship your item(s) once it's back in stock, on your next scheduled AutoSave date.

We'll notify you if an item is retired and your order will be cancelled. You can reach out to your Consultant for recommendations or shop for similar items at Norwex..

If a sale price is offered for my AutoSave item at the time my order is generated, will I receive the sale price?

Yes! The program is designed for your complete benefit. Any additional discounts available at the time your order is generated will be included in your billing for that shipment.

What if the price changes on my AutoSave item(s)?

We will advise you prior to your next order if the price of your item has changed. You then have the option to change your AutoSave order through the AutoSave section within your account.