Avini Front Office Guide

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Disclaimer:

While it is possible to sign up, view your profile, and place normal product orders using the mobile version of the website, we recommend using a computer for the best experience.

Auto-shipments must be set up on a computer. If you do not have access to a laptop or desktop, please create a ticket so a Avini representative who can assist you with setting up or adjusting your auto-shipment.

This guide will not cover the Avini back office or the Avini Advantage App.

This beginner-friendly guide walks you through visiting the Avini website and logging in to your account. The section below covers the basics of using a web browser to access the Avini website.

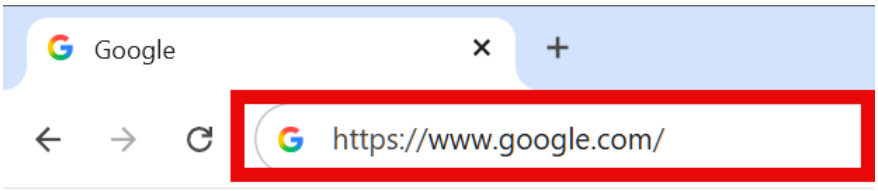
Here are several options to skip ahead:

- Navigating the Avini Health Website
- Signing up as a Distributor
- Ordering Your Avini Business Cards
- Logging into your Avini account
- Navigating your Avini Profile
- Resetting your Avini Password
- Ordering Avini products
- Using Your Avini Rewards Points
- Creating an autoship order
- Adjusting an autoship order

Getting to the Avini Health Website

To get started, we will access the internet using a web browser.

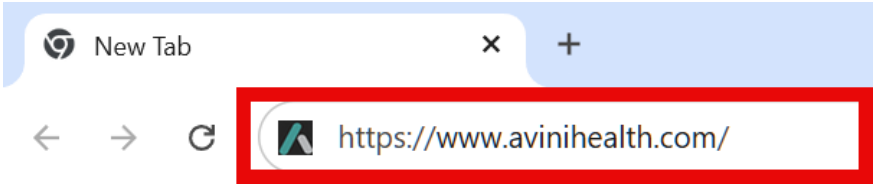
1. Turn on your computer or tablet.
2. Click the picture or name of the web browser (The most common are **Chrome**, **Safari**, **Edge**, or **Firefox**).
3. The address bar is the long white box at the top of the browser window. It is where you tell the computer where you want to go on the internet.
4. Click in that box, type **google.com**, and press **Enter**.



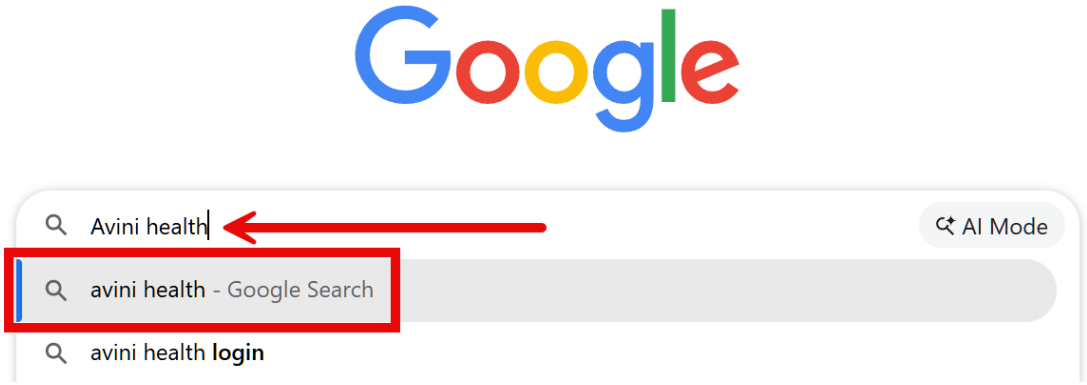
There are two ways to get to your Avini account

1. In the address bar at the top of the screen, type https://www.avinihealth.com/ and press "**Enter**" on your keyboard.

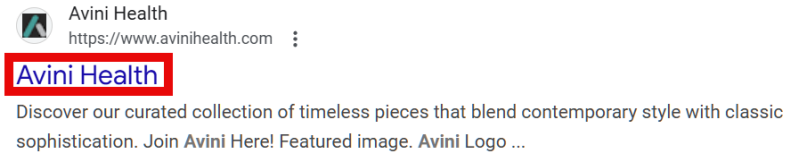
   If you are reading this guide on the same device you are using, you can click the link above. If it does not open, hold down the "**Ctrl**" key and click the link again.



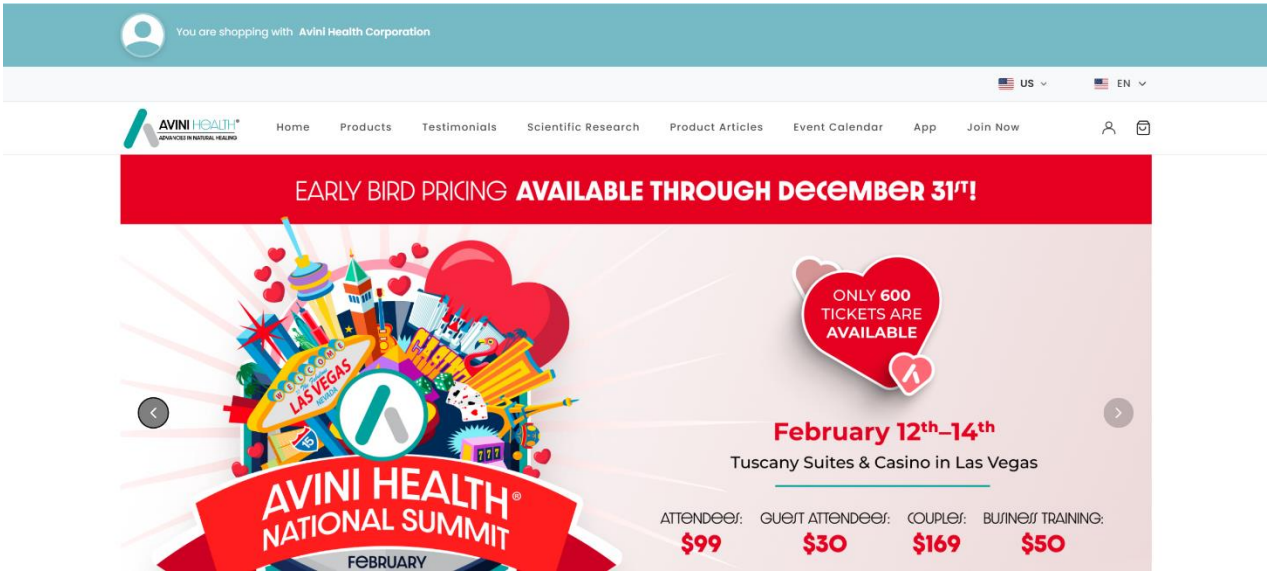
2. Go to Google, type "**Avini Health"**, and press "**Enter"** on your keyboard, or click the search result that matches what you typed.



3. Click the blue link that says "**Avini Health**".



You are now on the Avini website.

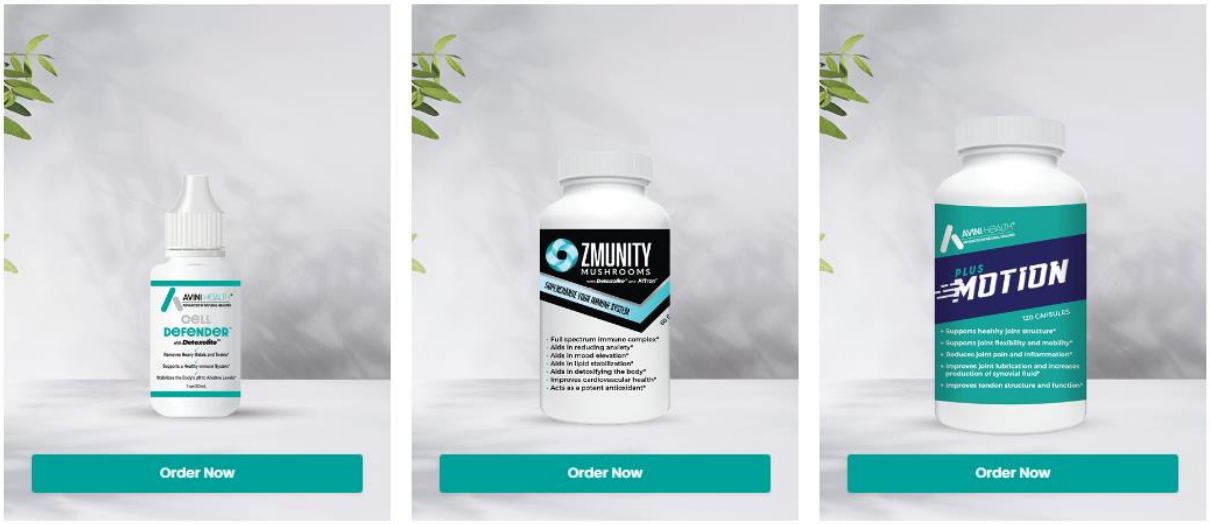


Once you log in, you will no longer see "You are shopping with Avini Health Corporation" and will see your own information being displayed at the top. Now let's look at what the site offers.

Navigating the Avini Health Website

Let's walk through the Avini website. The main page features our flagship products and banners for upcoming events.





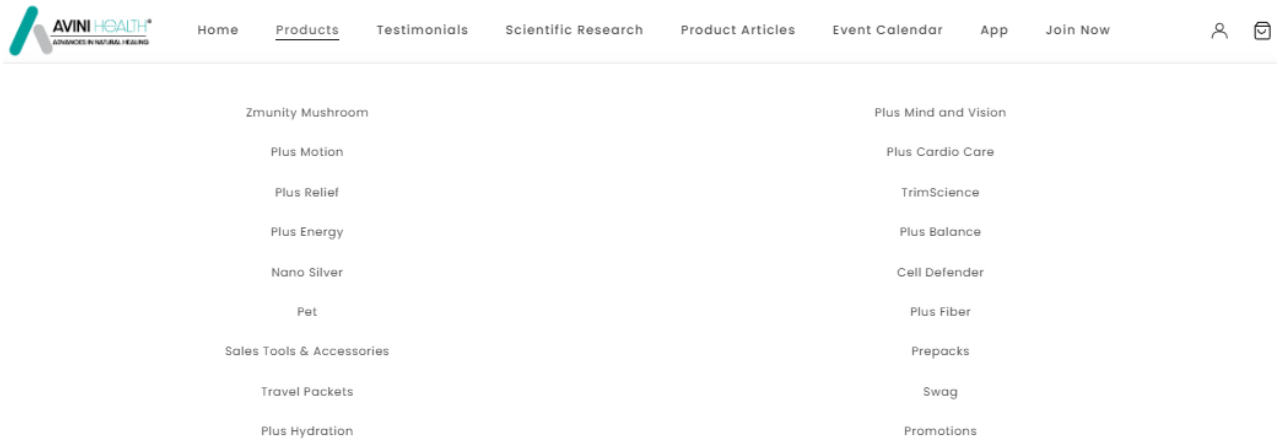
Select your location and preferred language. It is preset to the United States and English.



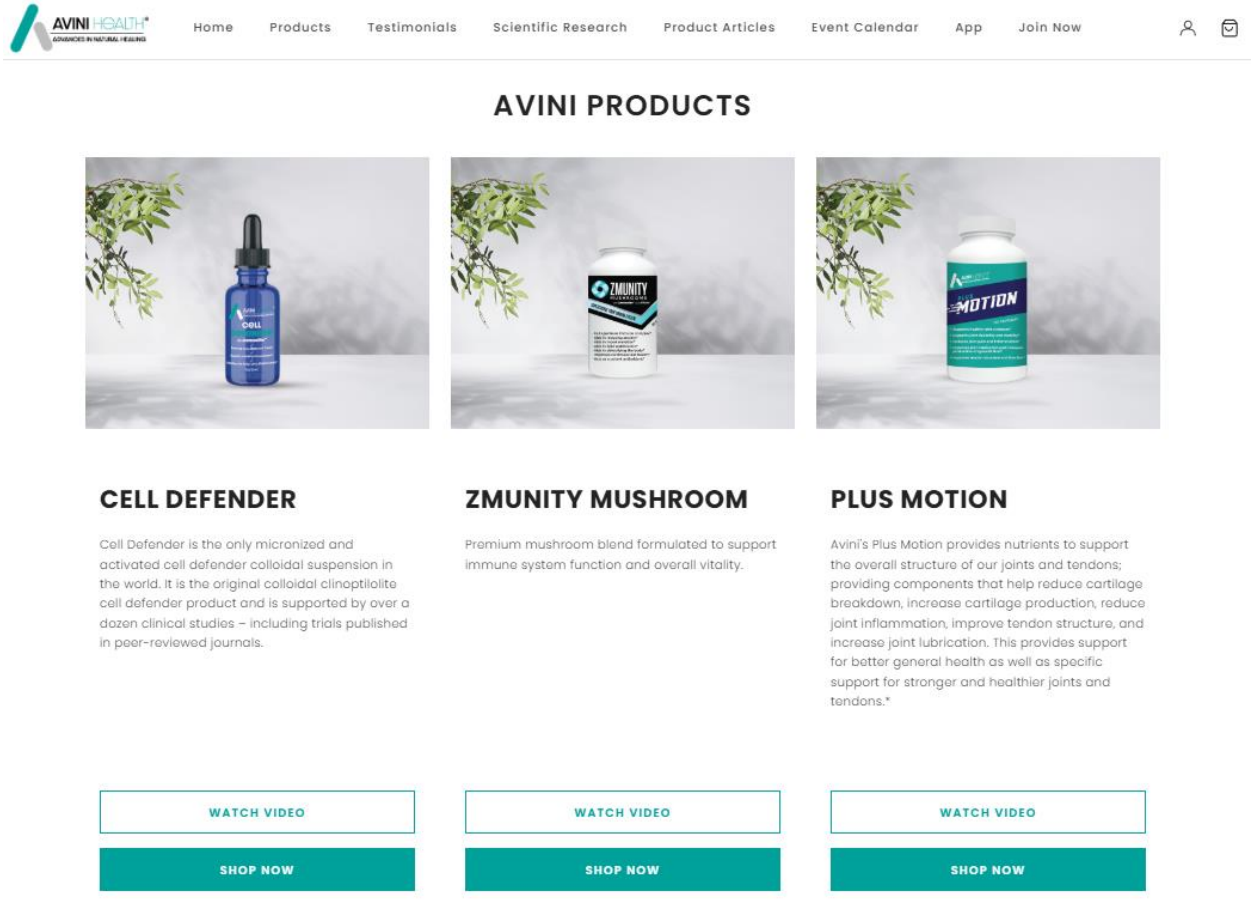
Avini Products Page

This guide will cover how to order products later. To jump to Ordering Products, click here.

Hover over the **Products** tab to see the dropdown menu. Then click a product to view its page.

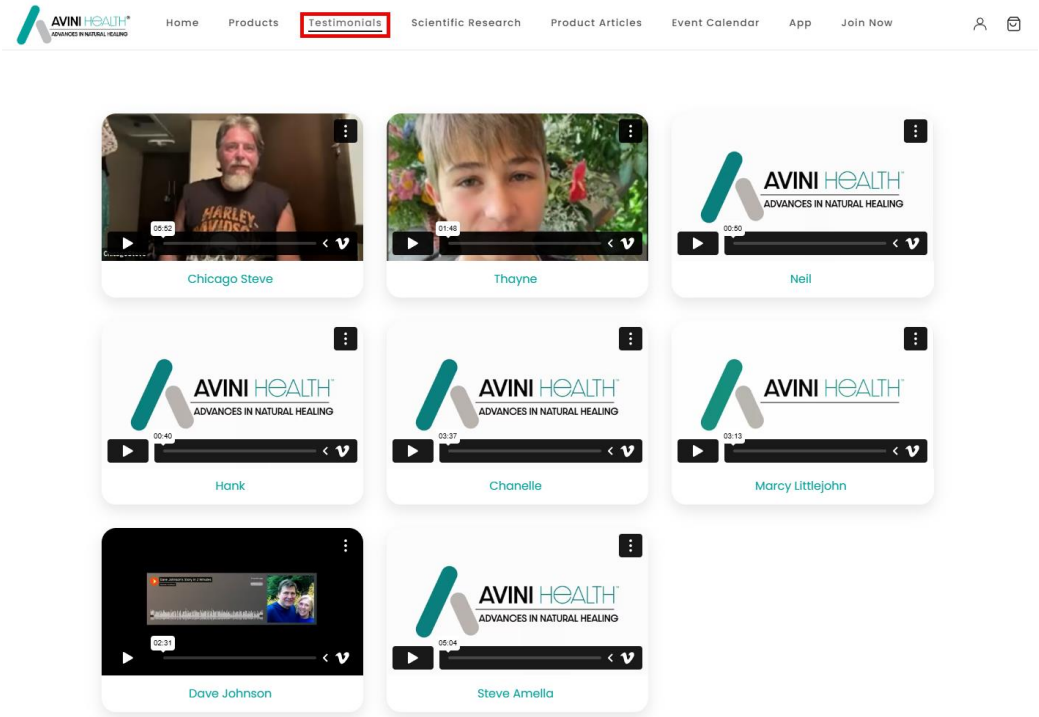


Clicking "**Products"** in the menu takes you to a page listing all our available products. We'll cover how to create an order, set up an autoship order, and adjust an autoship order later in more detail.



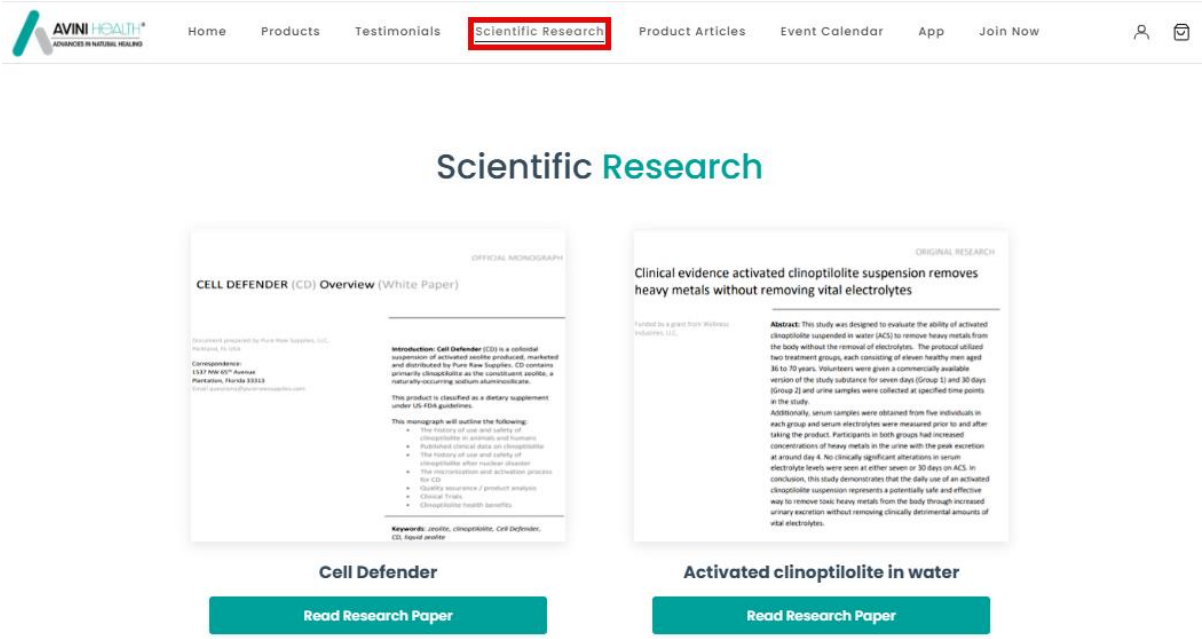
Avini Testimonial Page

Discover real stories from Avini Health distributors and customers about how our products have transformed their lives. Watch inspiring testimonial videos and share your own story.



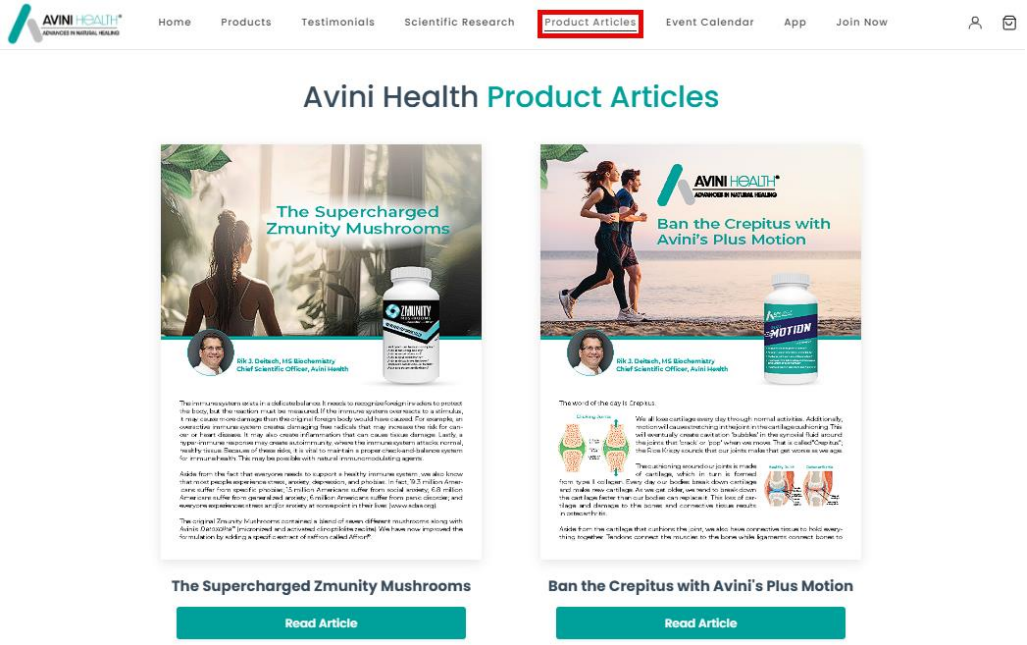
Scientific Research Page

Discover the scientific research behind Avini Health products. Read peer-reviewed studies and research papers that validate our innovative health solutions.



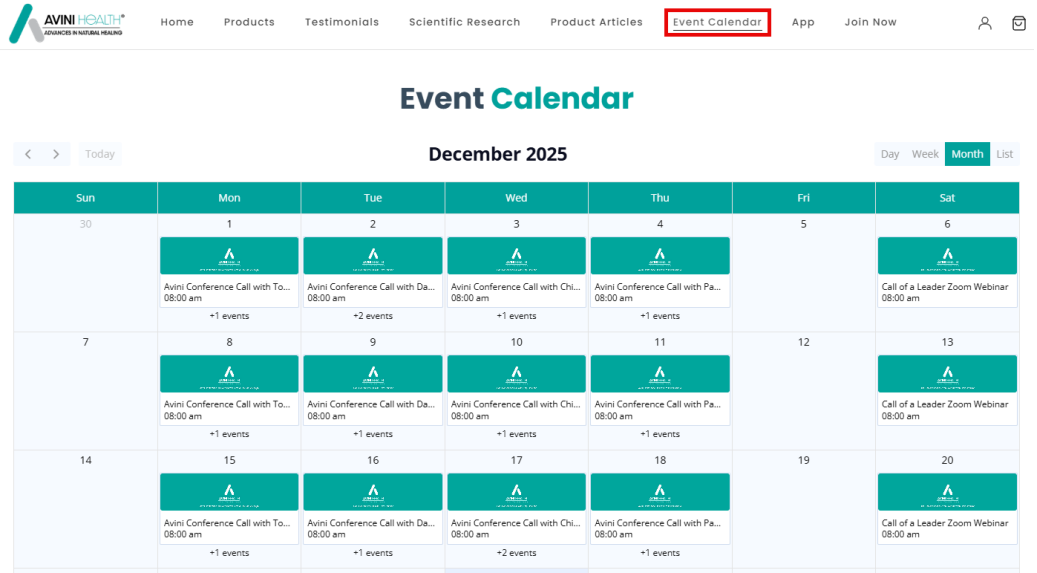
Avini Product Articles

Take a deeper dive into each product and each of their overall benefits



Avini Event Calendar

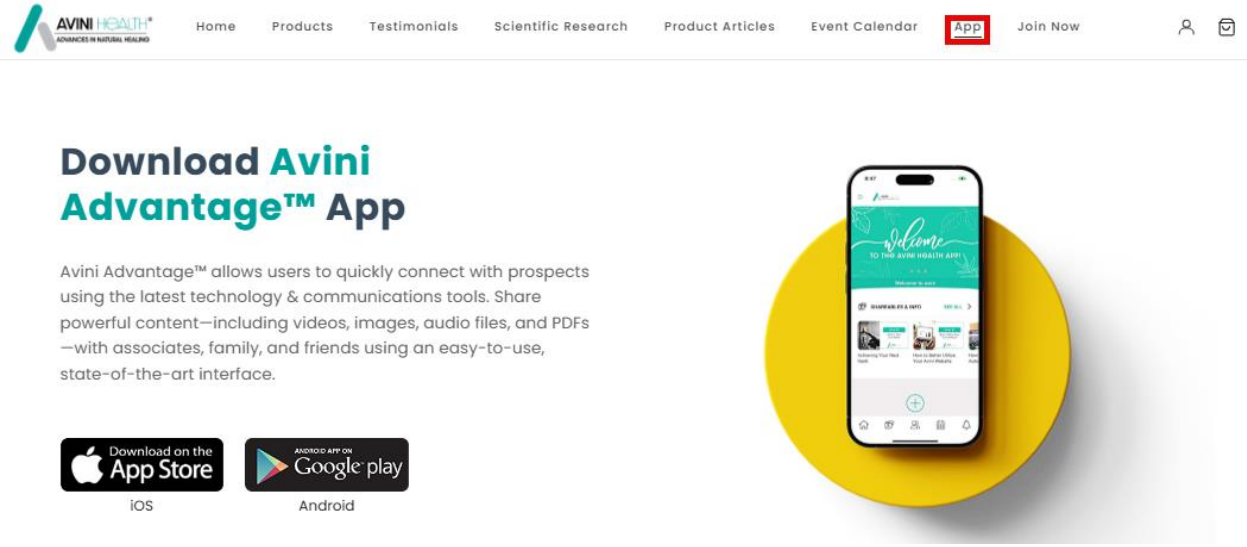
Discover our upcoming events in the Avini Health Event Calendar. Join us for webinars, workshops, and community gatherings where we share insights on natural health, pain management, and immune support. Stay connected with our latest events to learn more about our scientifically-backed products and holistic wellness approach. We have a dedicated site for events here.



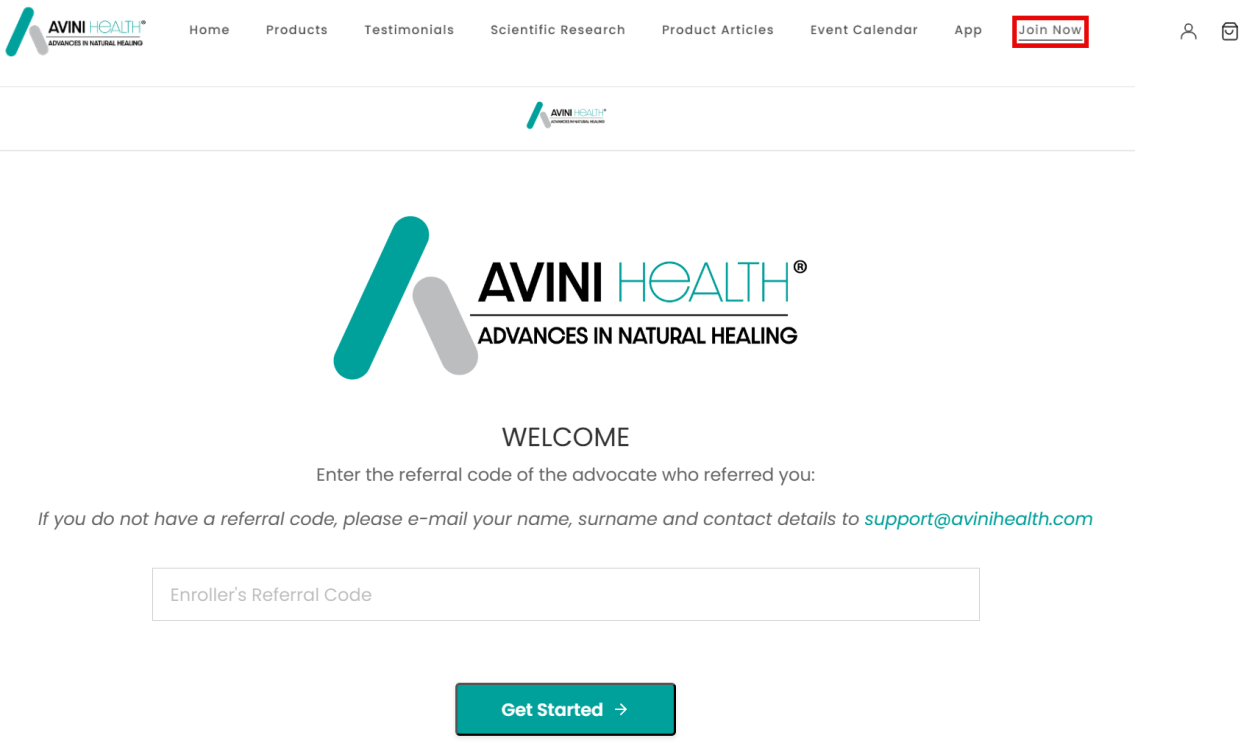
Avini App Page

The app is a great way to connect with prospects. Links to download, video tutorials, previous app webinars, and FAQs are available on this page.

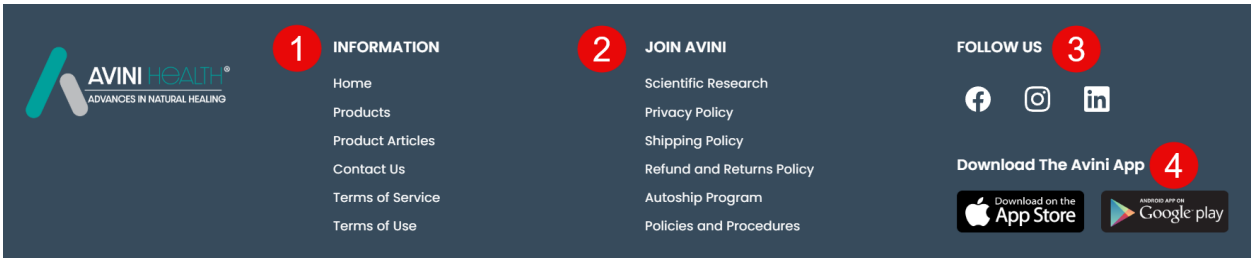
We now have an official Avini App Tutorial on the "**Step-By-Step Avini App Guides"** Section.



If you click "**Join Now**" it will take you to the page to sign up as a distributor. This will be covered soon.



Avini Footer (Bottom of each page)



1. **Information:** The same pages we covered as well as:
    a. **Contact Us**: How to get in touch with us for questions, support, or feedback.
    b. **Terms of Service**: The rules and agreements you accept when using our services or website.
    c. **Terms of Use**: Guidelines for using our website, products, and content responsibly and legally.
2. **Join Avini:**
    a. **Privacy Policy**: Explains how we collect, use, and protect your personal information to keep your data safe and secure.
    b. **Refund and Returns Policy**: Outlines how to return products and request refunds, including timelines and conditions.
    c. **Autoship Program**: Describes how to set up automatic deliveries of your favorite products and manage your recurring orders.
    d. **Policies and Procedures**: Covers the general rules, guidelines, and steps we follow to ensure smooth service and a consistent experience for all customers.
3. **Follow us on social media, including Facebook, Instagram, and LinkedIn.**
4. **Quick link to download the Avini Advantage App**

Menu Icons (top right-hand corner)

The **person icon** takes you to your profile (covered later in this guide).



To log out, click the **half-square icon with the arrow pointing left** in the middle. This icon only appears if you are logged in.



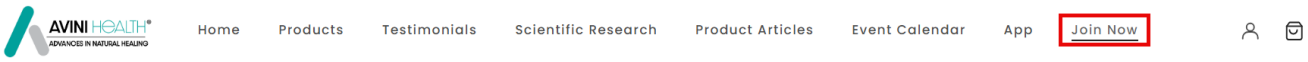
To view your Shopping cart at any time, click the shopping bag icon.



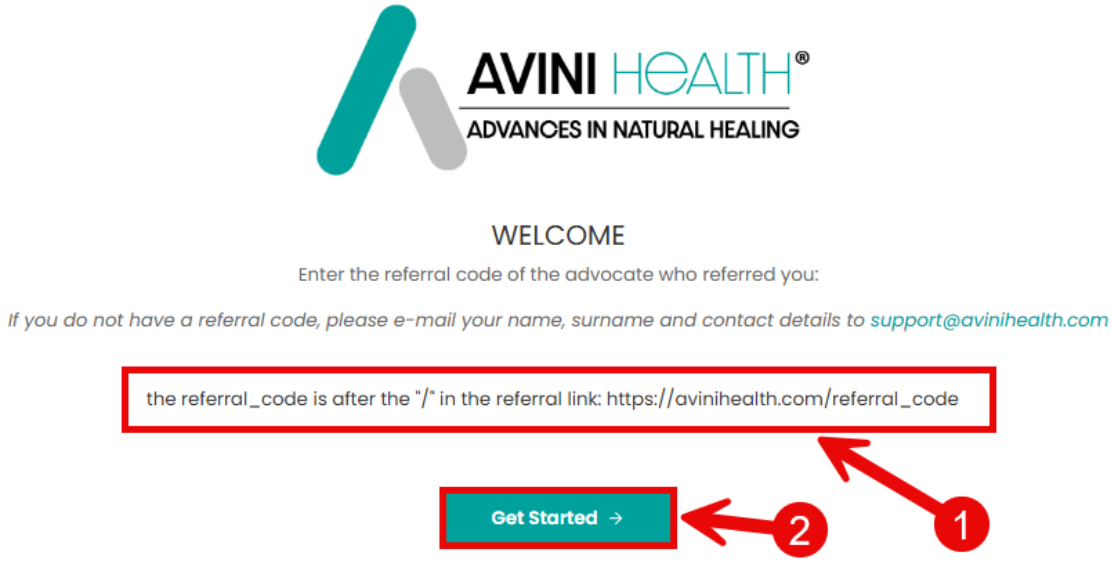
Signing up as a Distributor

If you are already a distributor or wanting to stay a customer, please click here to go to the next section.

To get started, please click "**Join Now**" if you are ready to become a distributor or "**Upgrade Now**" if you already created an account and want to upgrade it from customer to distributor.



You will be taken to a page that asks for a referral code from the person who referred you. Enter the referral code found in their referral link.



Referral link structure:

https://avinihealth.com/referral_code

The referral code is the last part of the link after the "/".

Example:

If you are signing up under Bob and his referral link is: **https://avinihealth.com/aviniseller26**

You would enter **aviniseller26** (do not include the "/") as the referral code.

Entering anything else will result in an error and your account will not be attached correctly.

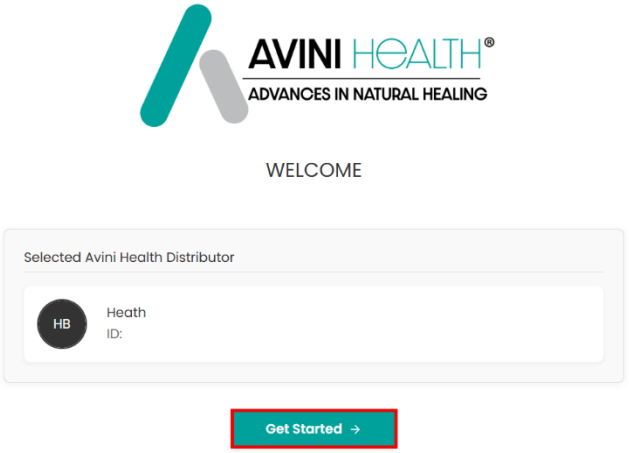
Note: If you exit the sign-up screen, you will see the referrer's information.

Your referral link is located on the **Avini Back Office**. The **Navigating Your Avini Profile** section of this guide will cover how to access your Avini Back Office

If you exit for any reason and come back, you will be able to resume by clicking "**Continue Enrollment**" on the Resume Your Avini Health Enrollment Popup Menu.

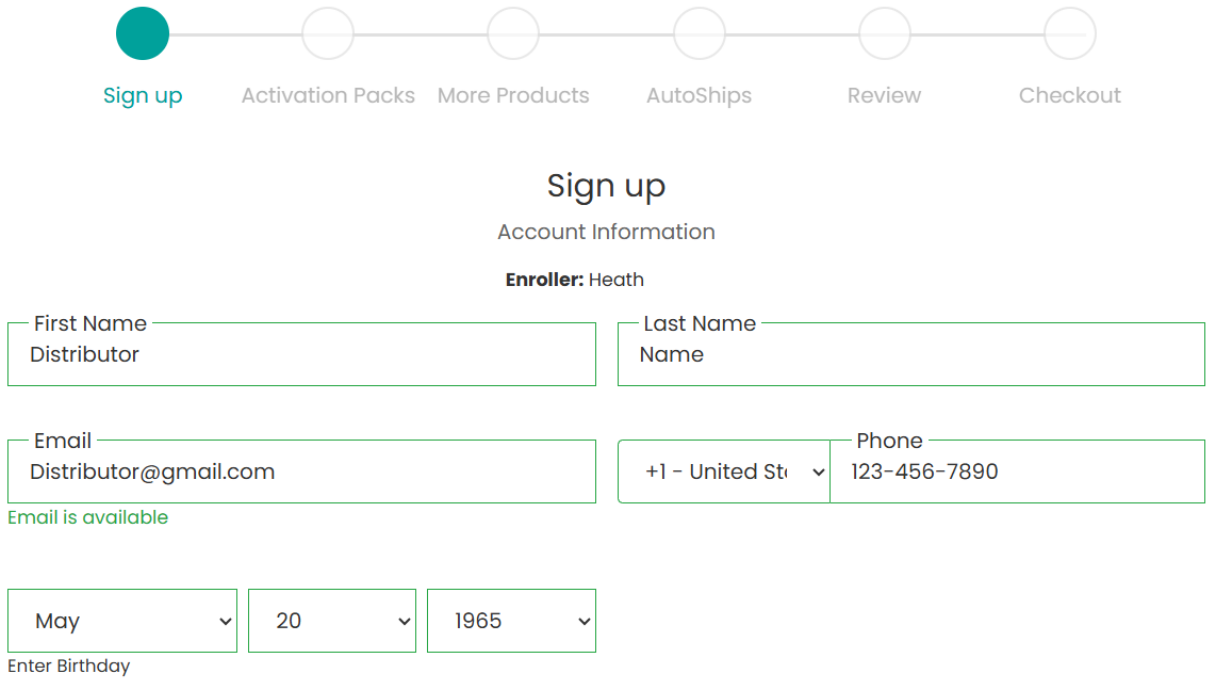
For this example, I am signing up under "Heath". It will have their full name and Avini ID #.

Click "**Get Started**" once you confirmed you added the right person.

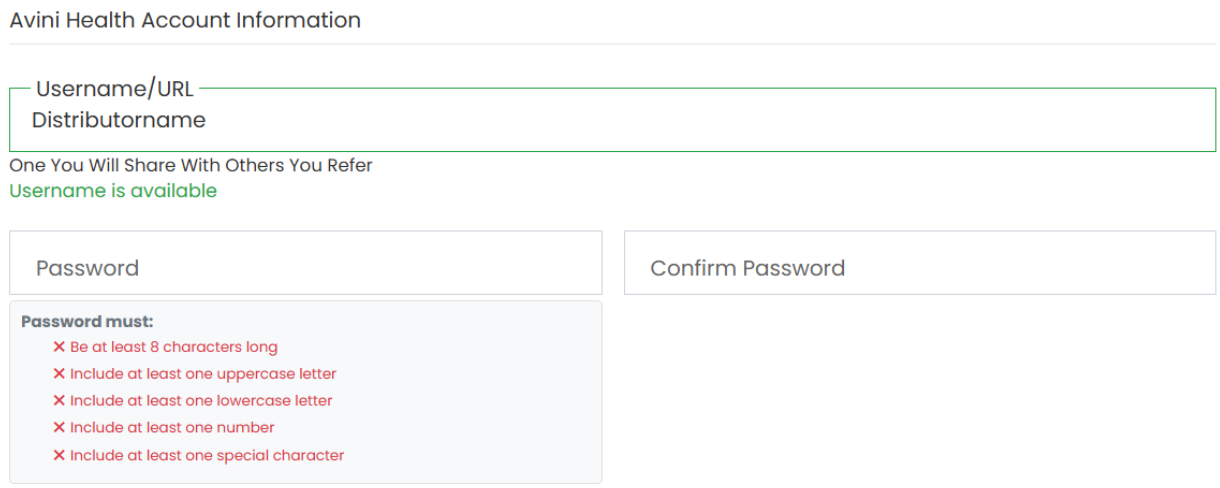


You will now be taken to the "**Sign Up"** page. Please complete all required fields, including a valid email address, phone number, and birthday.

Note: If you would like your Avini account to be under an LLC, the account must first be created as an individual. You will have the option to update your account to an LLC at a later time. To make this change, please contact the Avini support team for assistance.

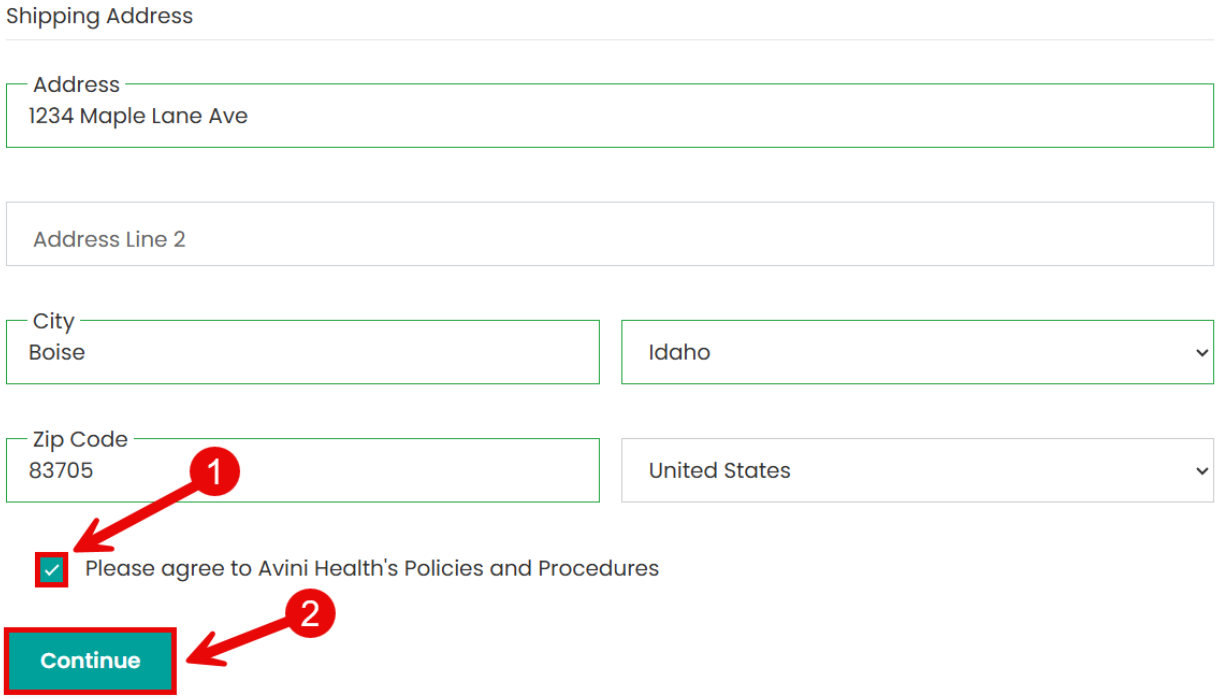


Scroll down to "**Avini Health Account Information**" and please create a username and password. Not this username will become your referral code and is what someone would input to tie their account to yours. You must create a name that has not been taken.



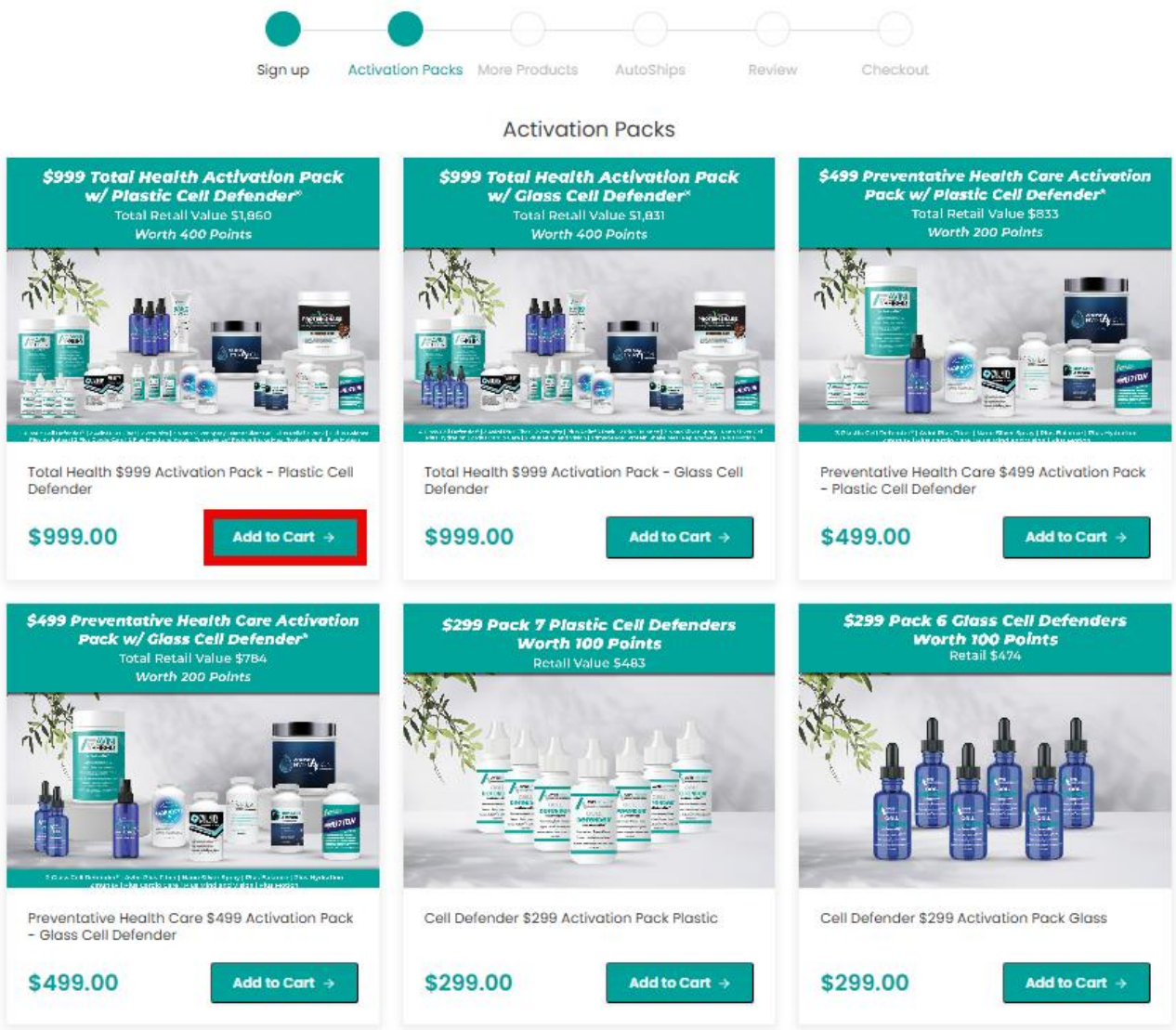
Please scroll down to "**Shipping Address**" and input an accurate address where you would like the product sent to you. After you are done:

1. Click the box to the left of "**Please agree to Avini Health's Policies and Procedures**". The terms and conditions will be shown in a pop up. If you agree, click "**Accept & Continue**". The terms and conditions can also be found on the Avini site here.
2. Click "**Continue**" or scroll up and click the "**Activation Packs**" bubble on the top of the page.



Next is the "**Activation Packs Screen.**" Please review each option and click "**Add to Cart**" for the activation pack that best suits your needs.

For this example, I am choosing **"$999 Total Health Activation Pack w/ Plastic Cell Defender**" so I can test out most of what Avini has to offer.



Click the "**More Products**" bubble on the top of the page, or

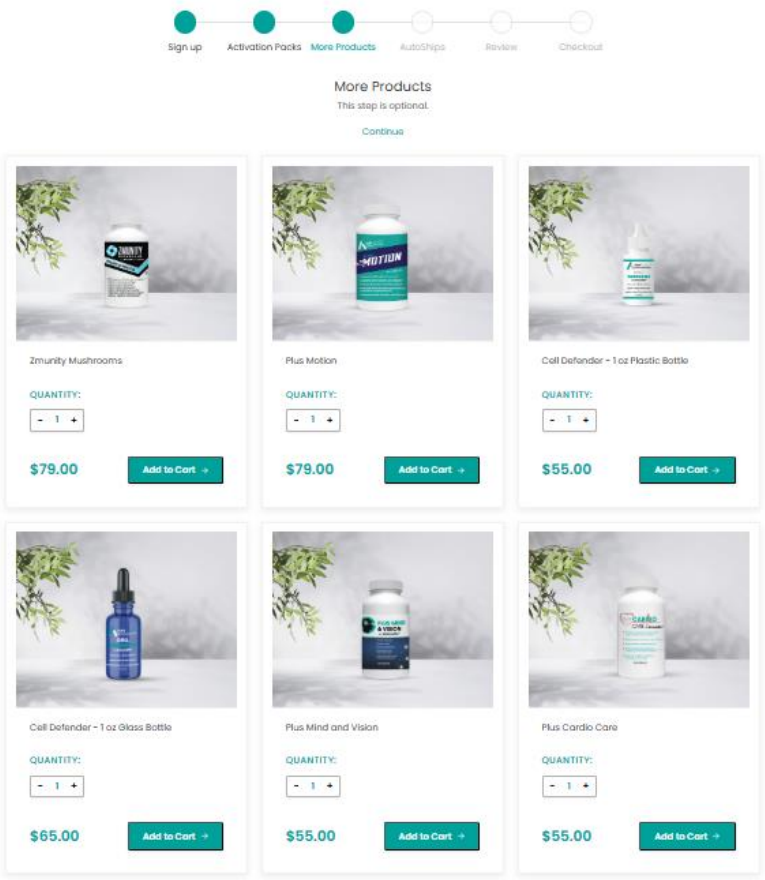


Click the green "**Continue**" on the bottom right-hand side of the page to go to the next page.

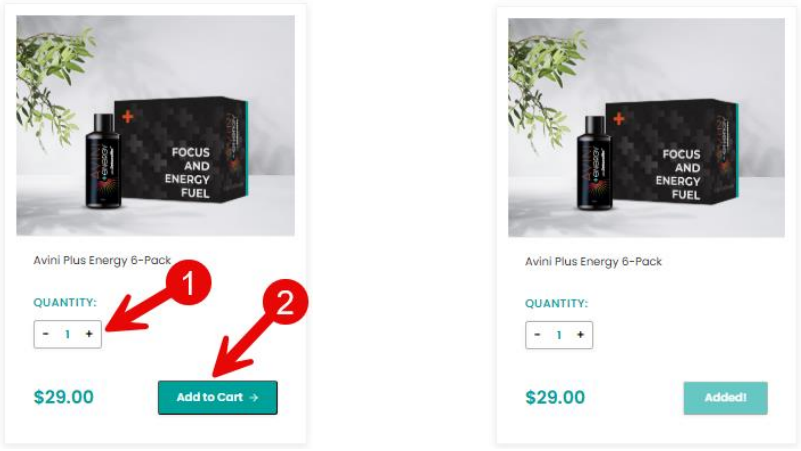


Next, you'll see the "**More Products**" page. This step is optional. You may browse the catalog and select any items that interest you. Click "**Add to Cart**" for any products you'd like to try.

If you don't want any items, click "**Continue**" or "**Autoships**" bubble at the top of the page.

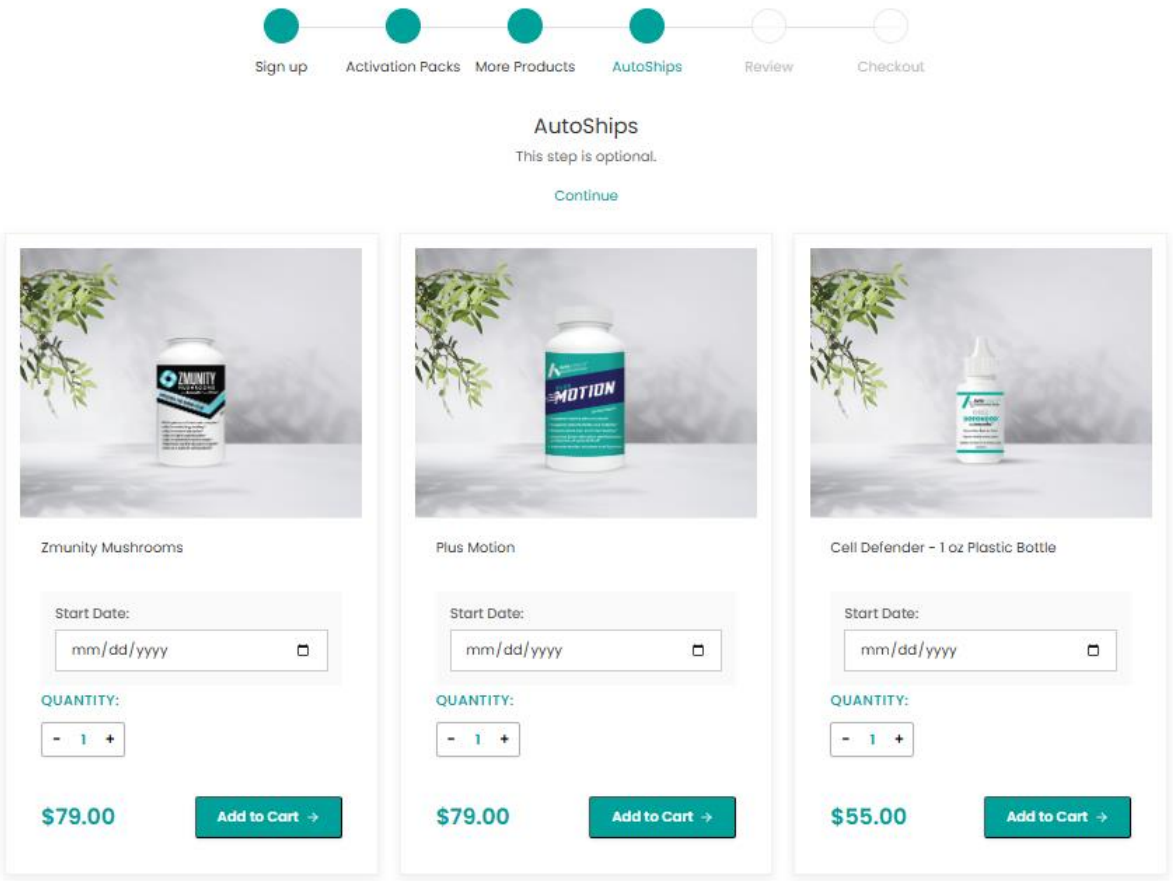


1. Choose the quantity using the "**-**" or "**+**"
2. Click "**Add to Cart**"



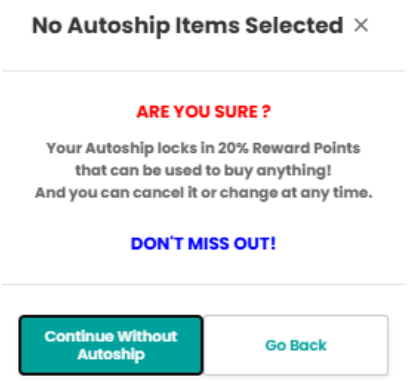
It will gray out and say "**Added!**" after you add an item to your cart, so please ensure you added as much as you would like.

Next is the "**Autoships**" page. Autoships are monthly recurring orders. This page is also optional.



To skip this section, click "**Continue**" or "**Review**" bubble at the top of the page. A pop up screen will appear.

Click "**Continue Without Autoship**" on the pop up screen to go to the next page.



The next page will discuss how to set up autoship from the sign up page.

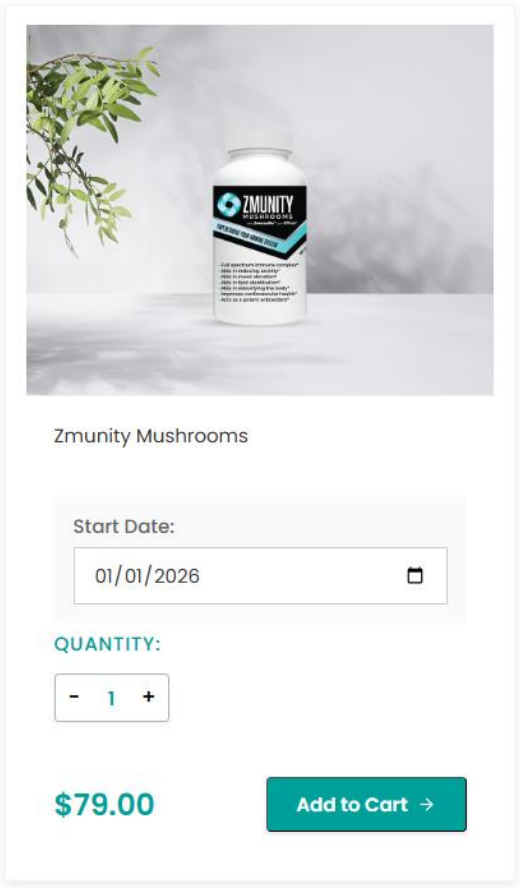
If you choose to set up your autoship at this stage, please follow the instructions below. Please note that autoship orders will be covered in more detail later after your account has been created, as that process is more seamless. Scroll to the next page if this does not interest you at this stage.

If you choose to set up autoship from the startup menu:

- Type the **year** first by clicking "**YYYY**" and entering the year.
- Next, select the **month** by using the left arrow key or by clicking where it says "**MM.**" Enter the number for the month you want to start.
- Repeat the same process for the **day** by clicking "**DD.**" Enter a date between the **1st and the 11th**. Please ensure you choose the same date, or you may be charged multiple shipping fees.
- Once your date is selected, click "**Add to Cart**".

Repeat this process for each item you would like included in your autoship order.

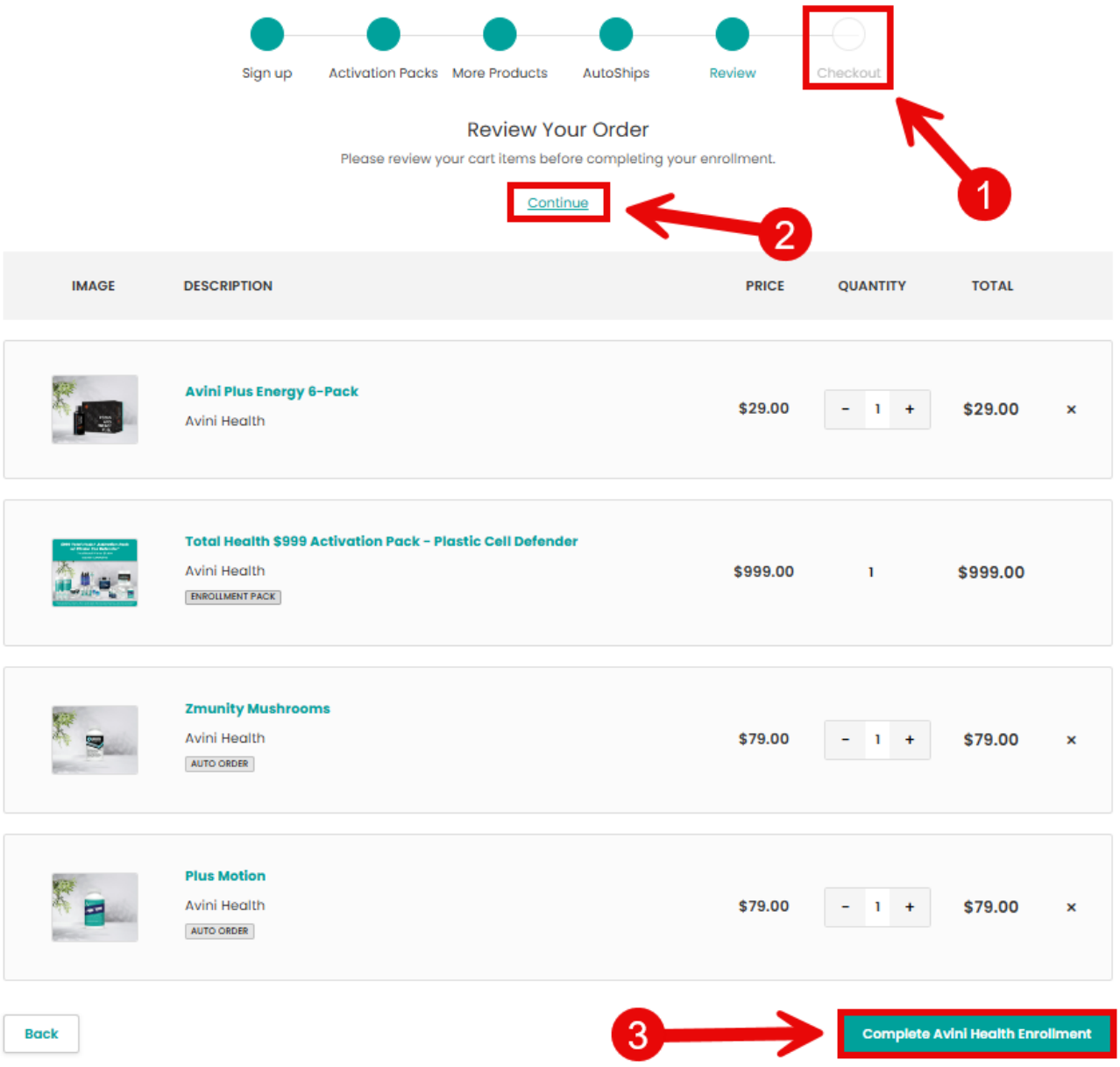
For this example, I am going to add **Zmunity Mushrooms**, and **Plus Motion** to my autoship order.



After you are done adding items to your autoship order, please click "**Continue**" or "**Review**" bubble at the top of the page.

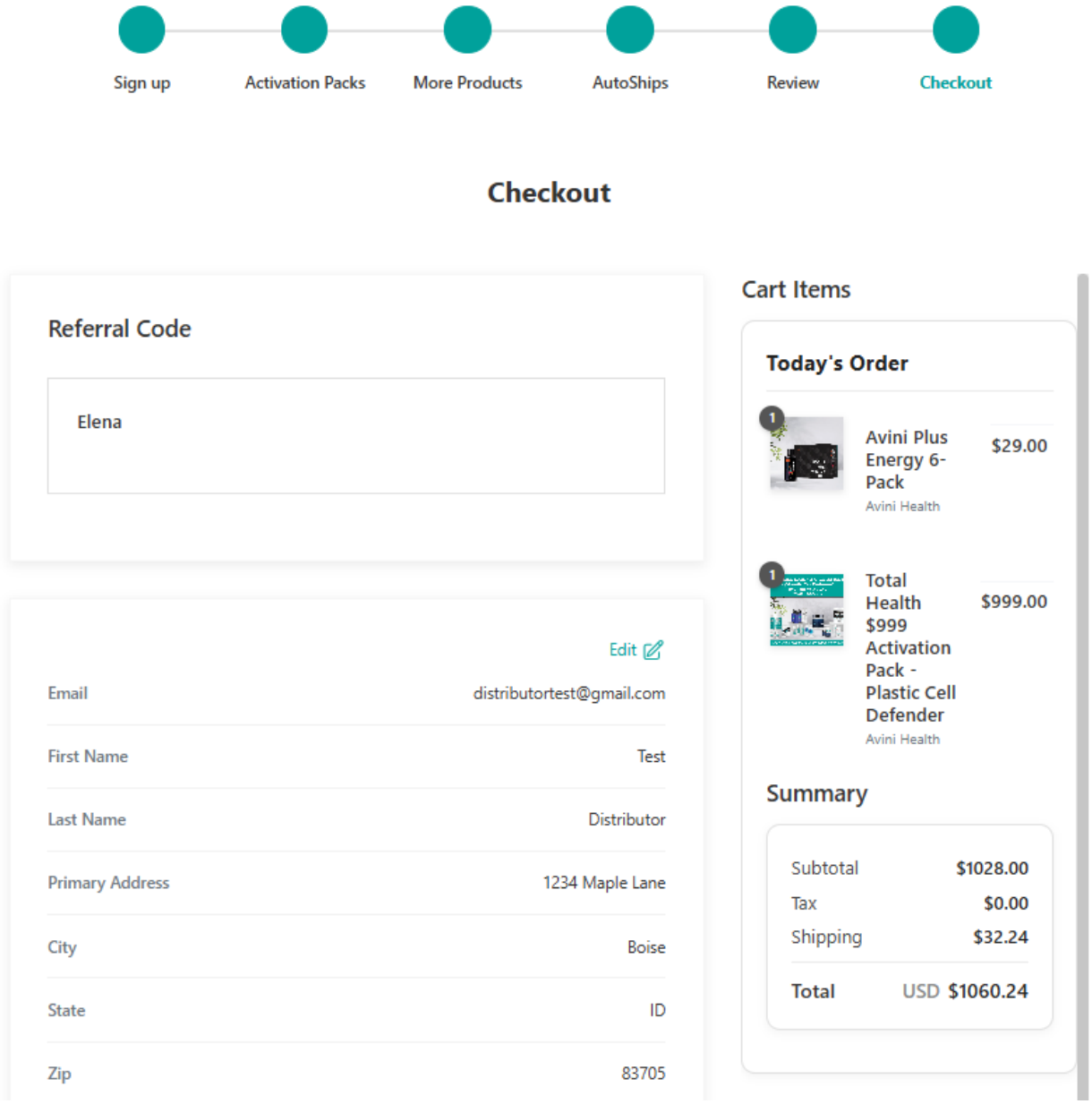
Next is the "**Review**" page. On this page please review everything that you have added to your cart. They will be labeled according to what they are. You can also change the quantity of items here.

Once you are okay with everything, please click the "**Checkout**" bubble or "**Continue**" button on top of the page, or click the "**Complete Avini Enrollment**" button on the buttom right-hand side of the screen.



Next is the "**Checkout**" Page.

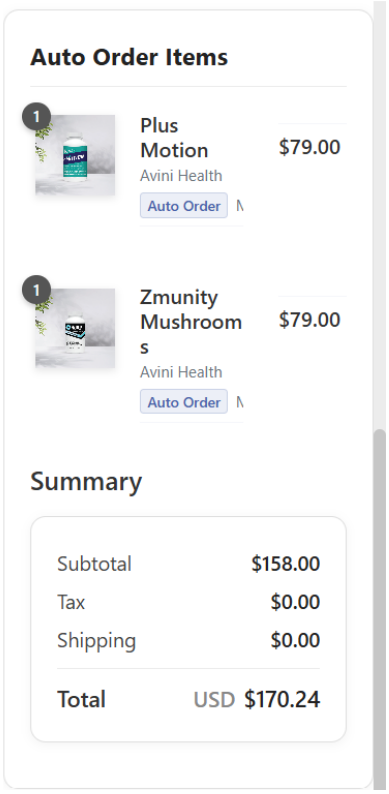
On the top where it says referral code it will have your enroller listed. On the right-hand side it will have "**Cart Items**".



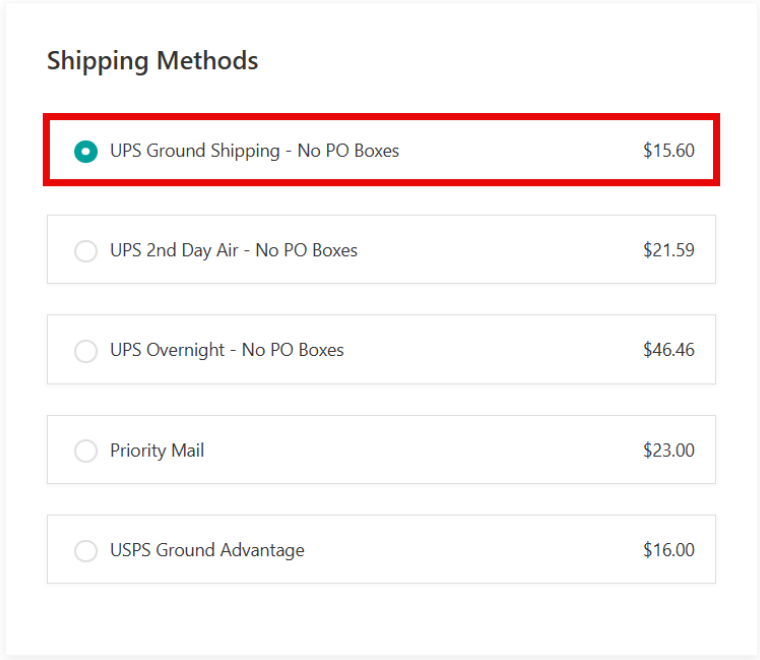
Please ensure that all the information is accurate. If you need to make any changes, please click "**Edit**" with the green pencil inside the box.

The summary is the total today, minus the autoship total. The autoship order will be placed and charged separately when the autoship date occurs.

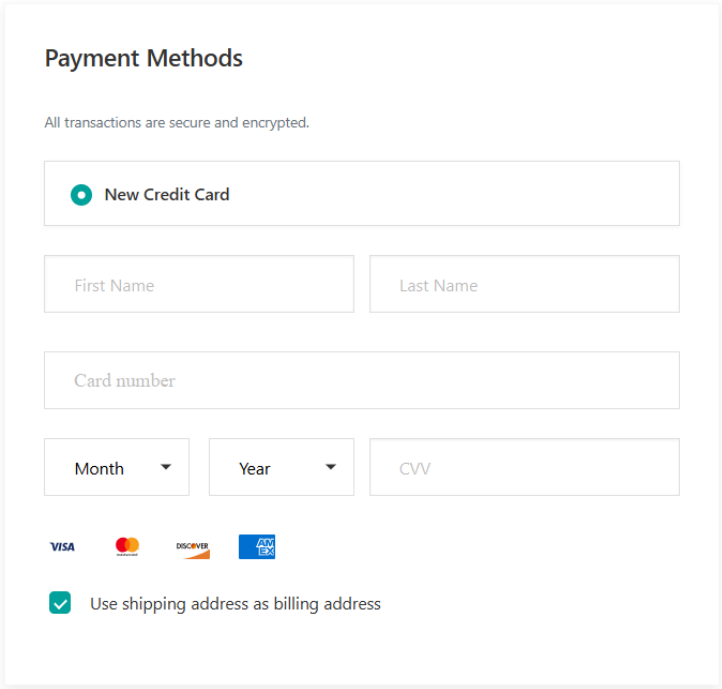
The shipping price will show up when you choose your shipping method.



Scroll down and choose a shipping option. UPS goes to your door; USPS goes to your mailbox.



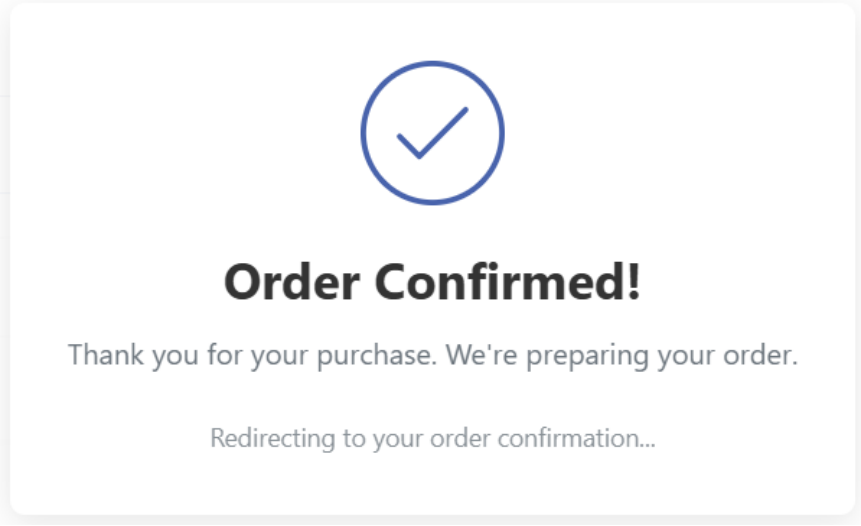
Please enter your payment information.





Click "**Process Payment**" to complete the order.

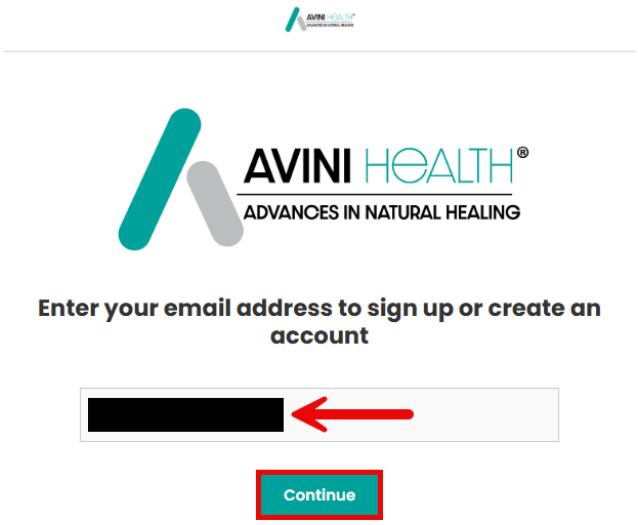
You will get a pop up saying, "**Order Confirmed!**"



Congratulations! You are now an Avini distributor. We look forward to working with you whether you are looking to improve your health and/or grow your Avini business.

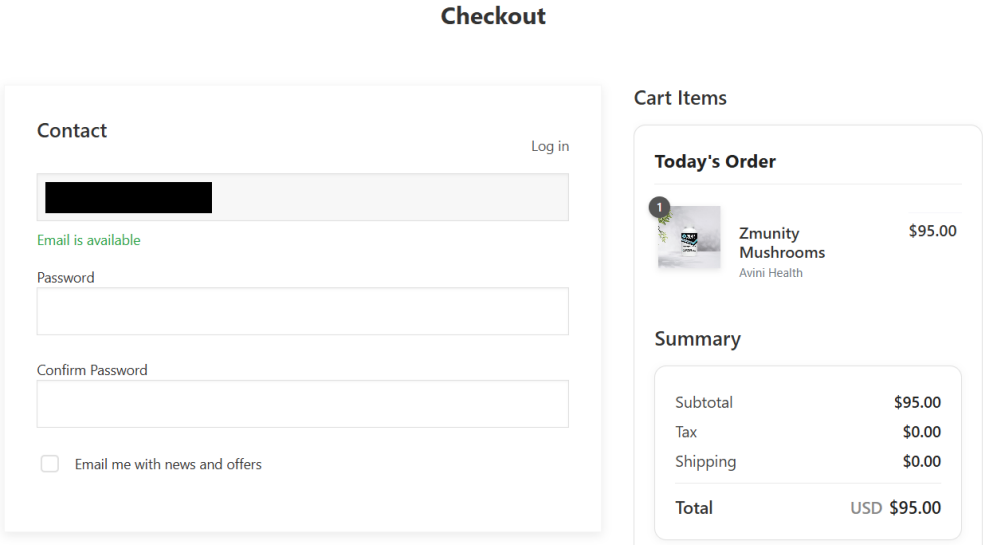
Creating a customer account.

To create a customer account, simply place a product order. Add items to the shop, and before completing your purchase, you will be prompted to enter a referral code and email address you would like to use to create your account.



For information on how to order an item click here.

From the checkout screen, you will be asked to enter your email address and create a password before finalizing your order.



Note: Items have a 20% markup if purchased from a customer account.

Rewards points via autoship orders will still be granted, but at 16% instead of 20%. Rewards points are covered later in this guide.

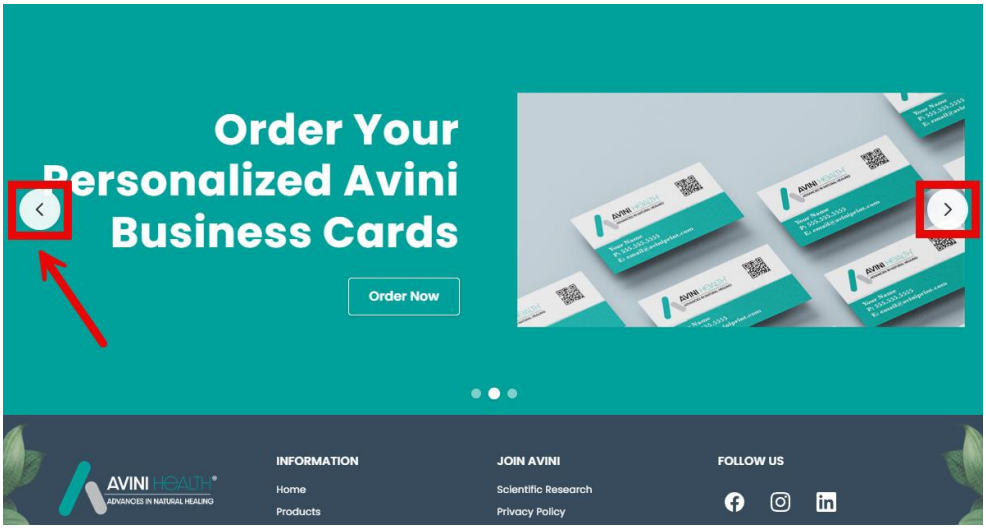
Ordering Your Avini Business Cards

Looking to upgrade the way you do your Avini Business? Personalized Avini business cards are a great way to get your name in front of new prospects. To order business cards, click "**Home**" on the menu.

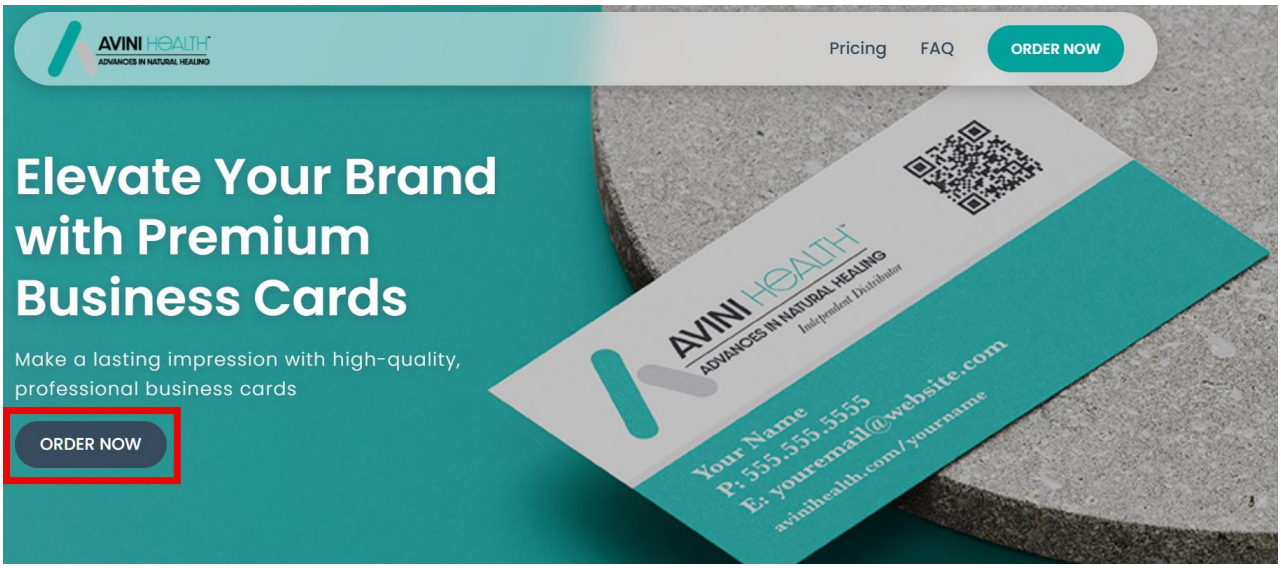


Scroll down to the bottom of the page and press the arrows until you see "Order your Personalized Avini Business Cards."

Click "**Order Now**"

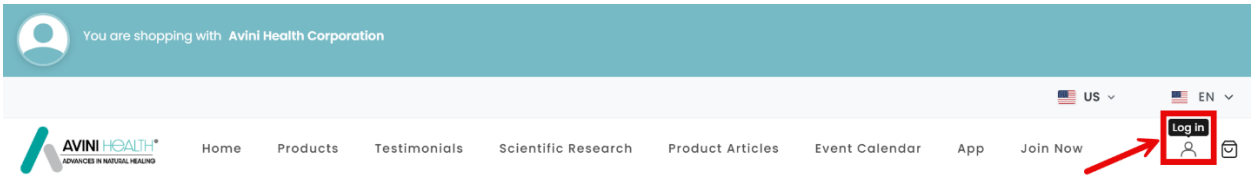


Scroll through the page to see pricing, commonly asked questions, and click "**Order Now**" to buy your personalized business cards.

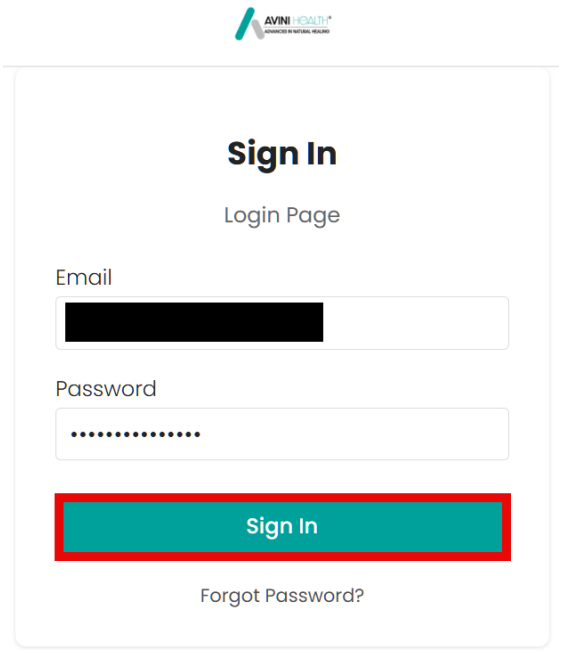


Logging into Avini Health

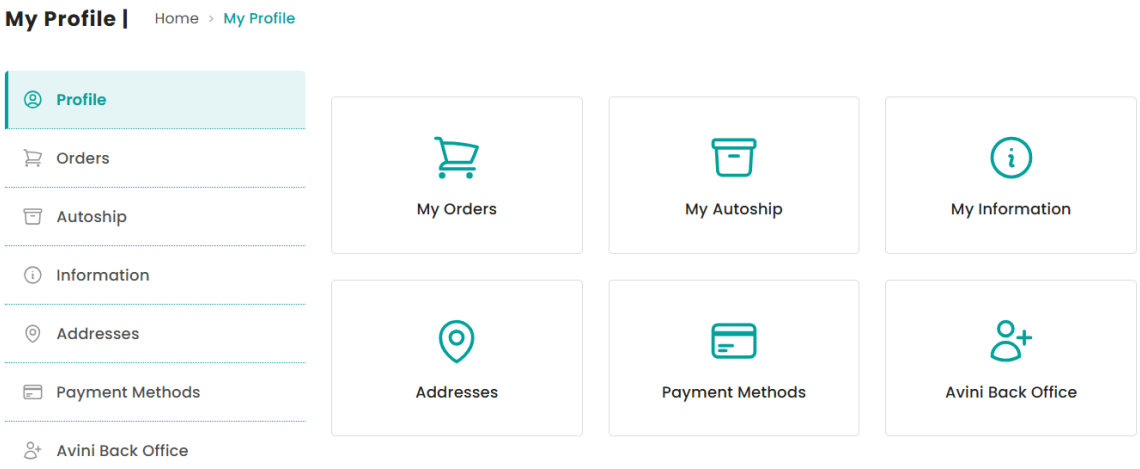
To sign in, please click the person icon in the top-right corner of the screen.



It will take you to the login page. Please enter your email address and password and click "**Sign In.**"

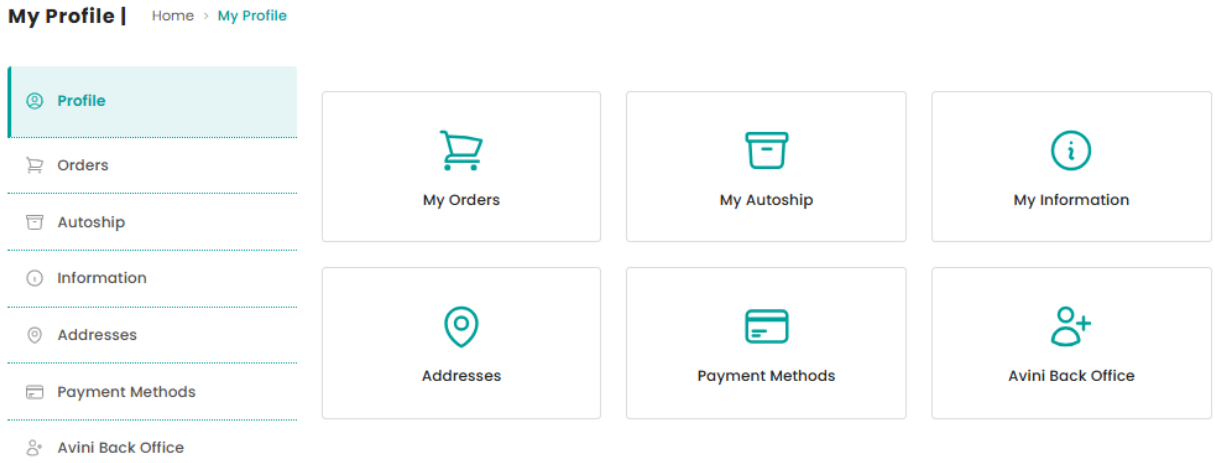


You will now see your Avini profile.

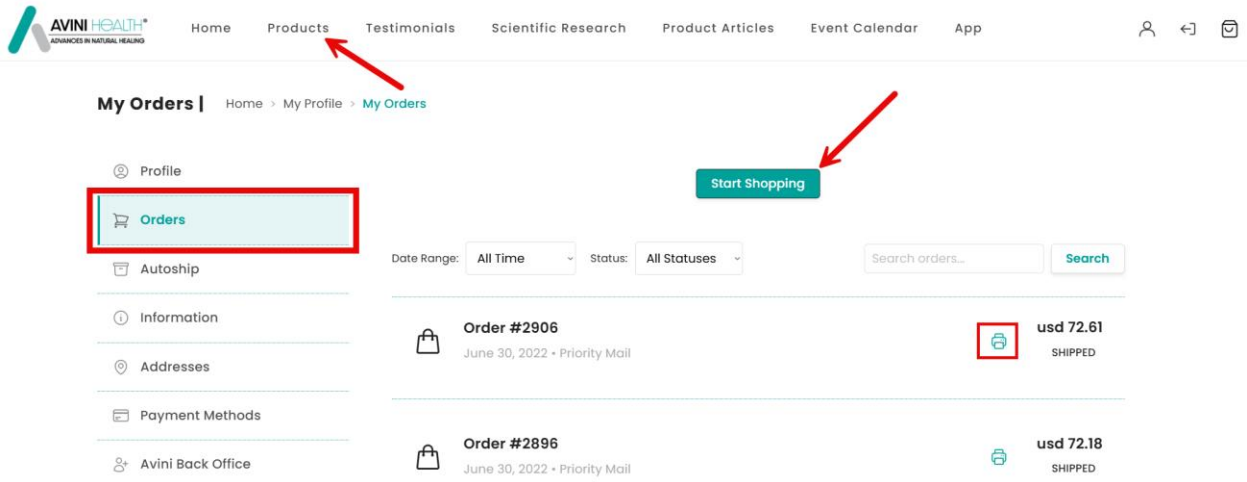


Navigating Your Avini Profile

Your profile is where you can see your past product and autoship orders, update your account information, change your address or payment methods, and access your Avini back office.



Click "**Orders"** to view your previous purchases.



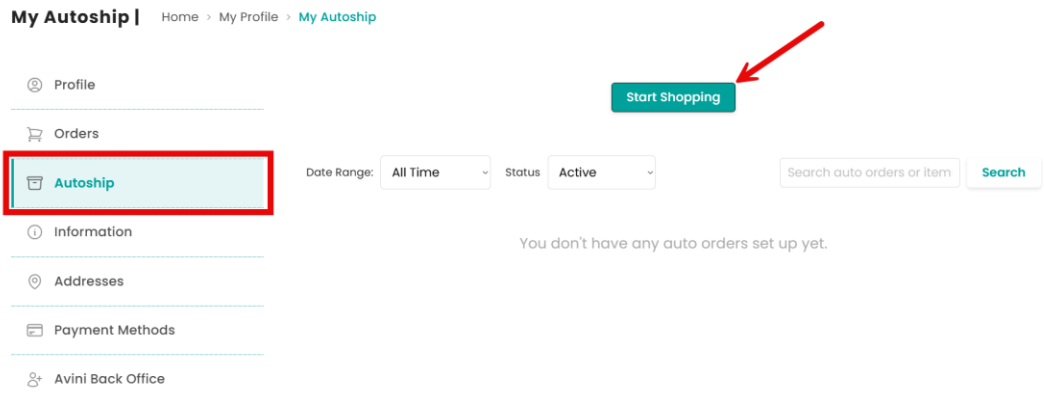
To see more details for any order, click the green **printer icon**. This opens the order invoice, where you can check the tracking number, see the items you purchased, and print the invoice.

Click the green "**Start Shopping**" button, or the menu's "**Products**" to be taken to the Avini Product store.

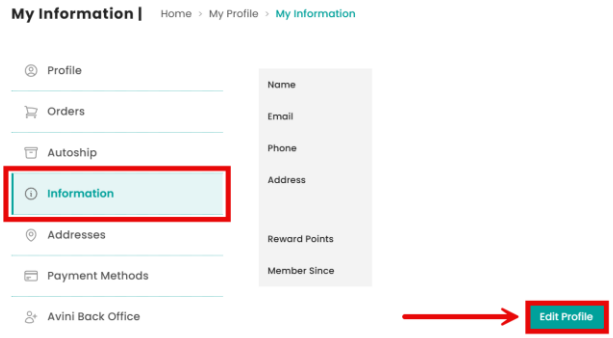
Click "**Autoship**" to view and manage your autoship orders. This will be covered in greater detail later.

To learn how to create an autoship order, click here.

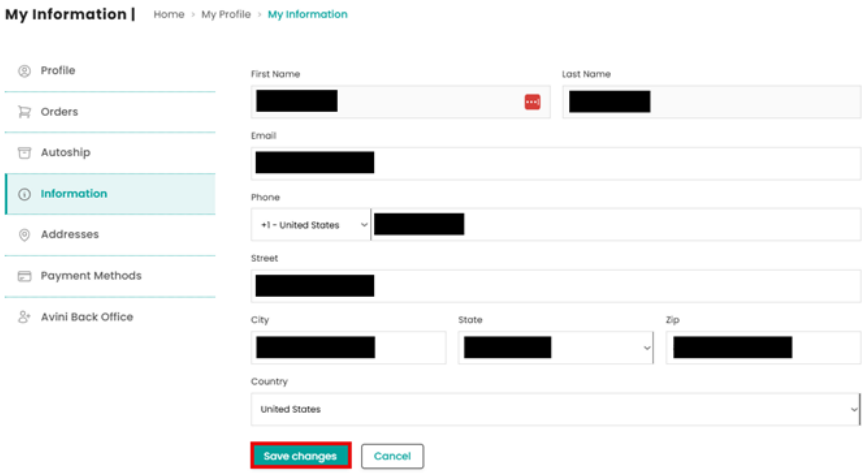
To learn how to adjust your autoship order, click here.



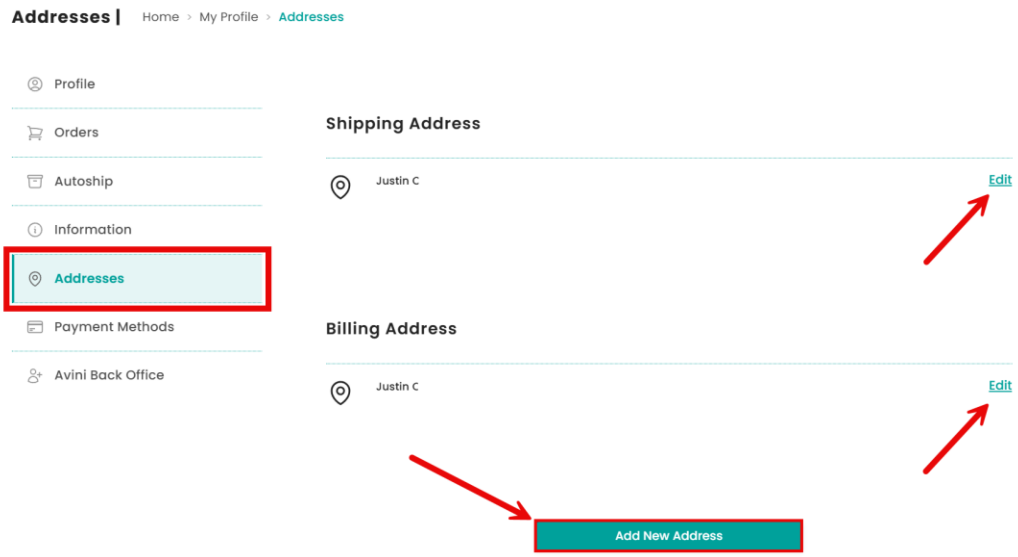
Click "**Information**" to view and change your personal information. Click "**Edit**" to update info. Note: It is recommended to change your personal information on the Avini Back Office as there are more options. That is covered in the Q&A Section on the bottom of this guide.



Please update personal information as you like and click "**Save Changes**".

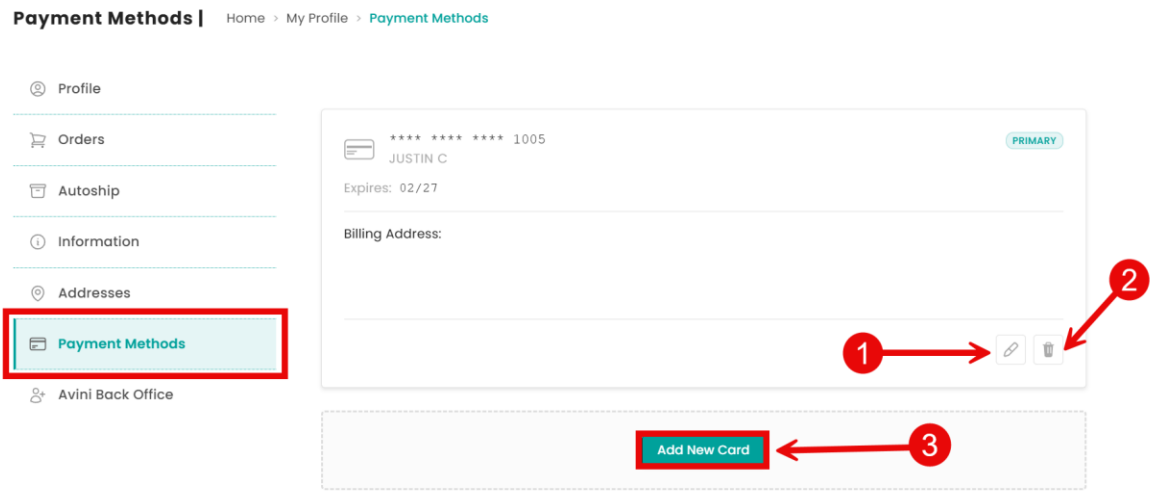


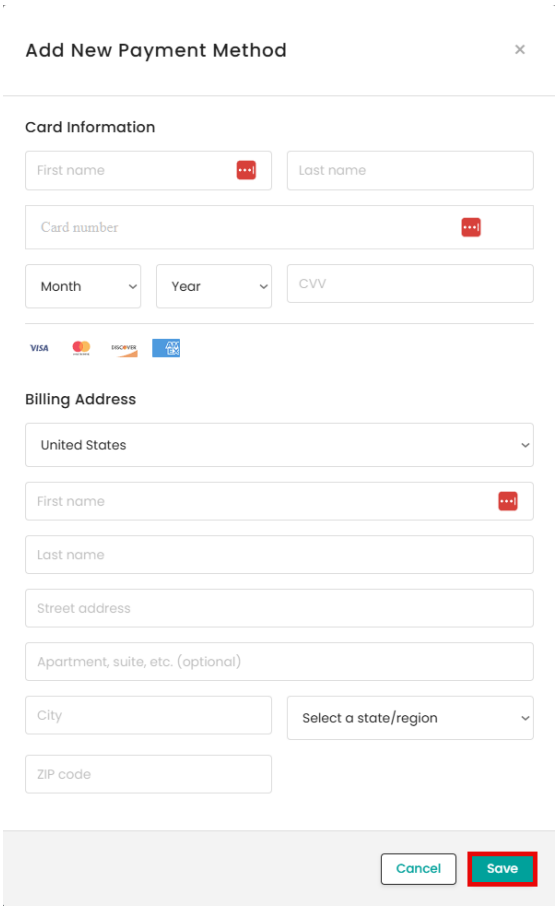
Click “**Addresses**”. If you need to update your address, click “**Edit.**” Once you are done, click “**Add New Address**.” Please ensure your billing address matches the card on file.



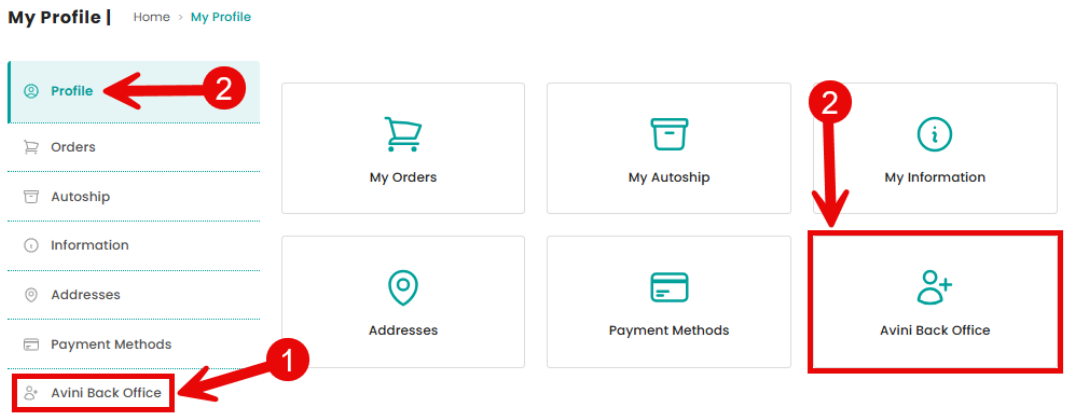
Click “**Payment Methods**”

1. To update an existing payment method, click the **pen icon**.
2. To delete the card, click the **trash can**.
3. If you want to add a new card, click “**Add New Card**.”





To access the Avini Back Office. If you are on the profile page, click "**Avini Back Office**" on the bottom right-hand corner, or click "**Avini Back Office**" under "**Payment Methods.**"



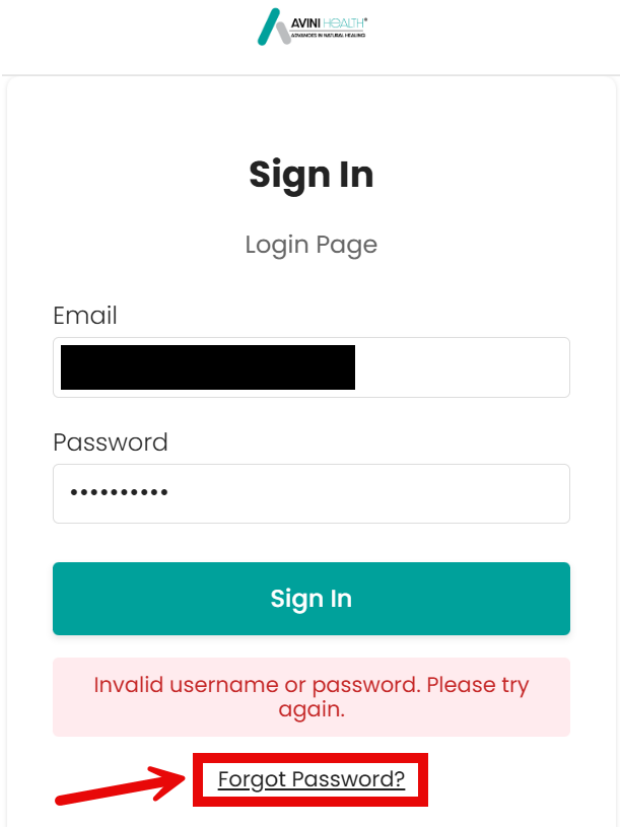
Note: This guide does not cover the Avini Back Office. That will be a later guide.

Resetting your Avini Password.

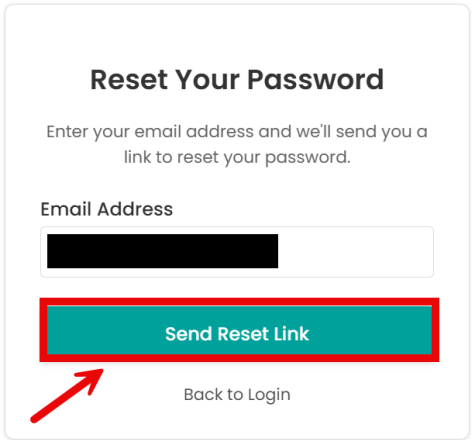
To reset your password, we need to get to the login screen. Please click the **person icon** in the top-right corner (if it takes you to your profile, you are already logged in).



If you tried to sign in and got this error, or you forgot your Avini password. Click "**Forgot Password?**"

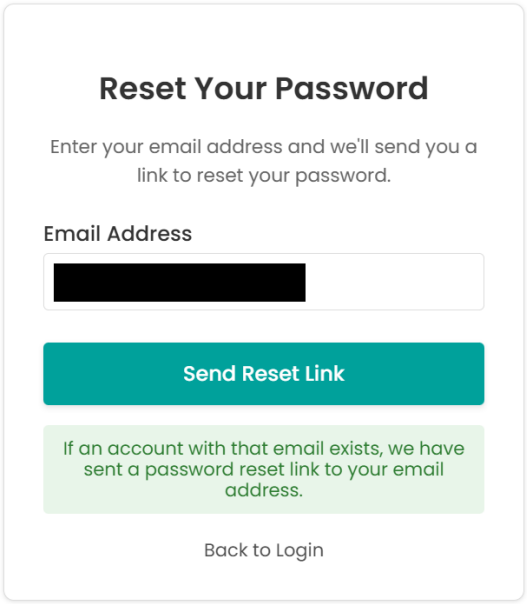


Where it says **Reset Your Password**, type in your email and click "**Send Reset Link**"



You'll see a message letting you know that if an account is associated with that email address, a password reset email will be sent to that address.

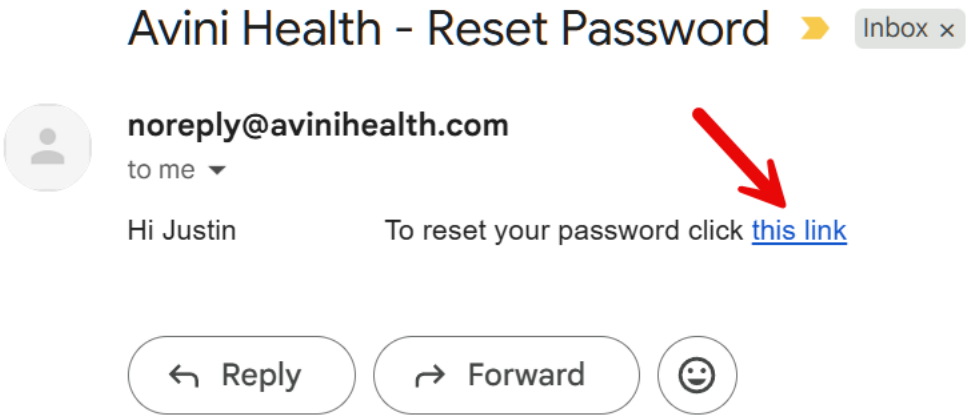
If you don't receive an email, the address you entered may not match the one on file or if your email needs to be changed, please contact us. Contact information is available in the **Q&A section** or in the **Contact Us** section on the footer of the Avini site. Click here to go to Q&A.



You will be getting an email soon. It can take several minutes.



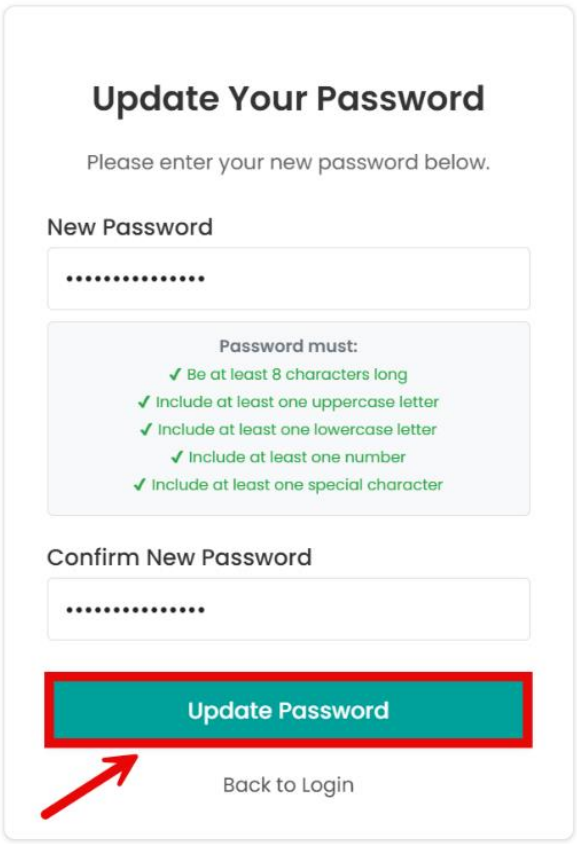
Please open the email. If the email says noreply@avinihealth.com, it came from us.



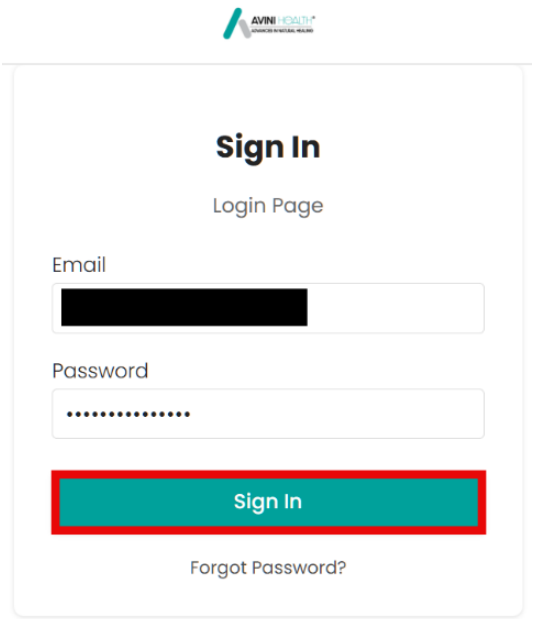
Click "**this link**" in the email to reset your password

Follow the instructions on the **Update your Password** page it takes you to.

Once you have a password that fits the requirements, click "**Update Password.**" It will take you to the login screen.



Enter your email and new password, then click "**Sign In**". It will take you to your Avini Profile.



Getting to Your Profile from the Back Office

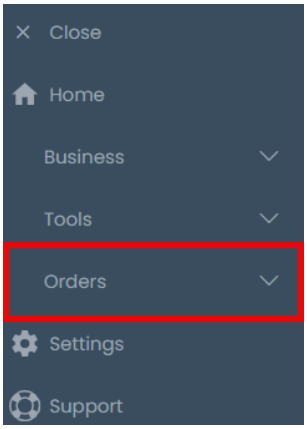
If you are in your Avini Back office, you will need to go to your profile to place a regular order, create an autoship order, or update an existing autoship order.

To get to your profile from the back office:

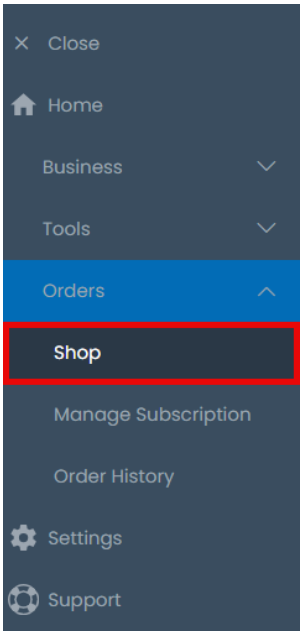
1. Click the three lines in the upper left-hand corner.



2. Click "**Orders**"



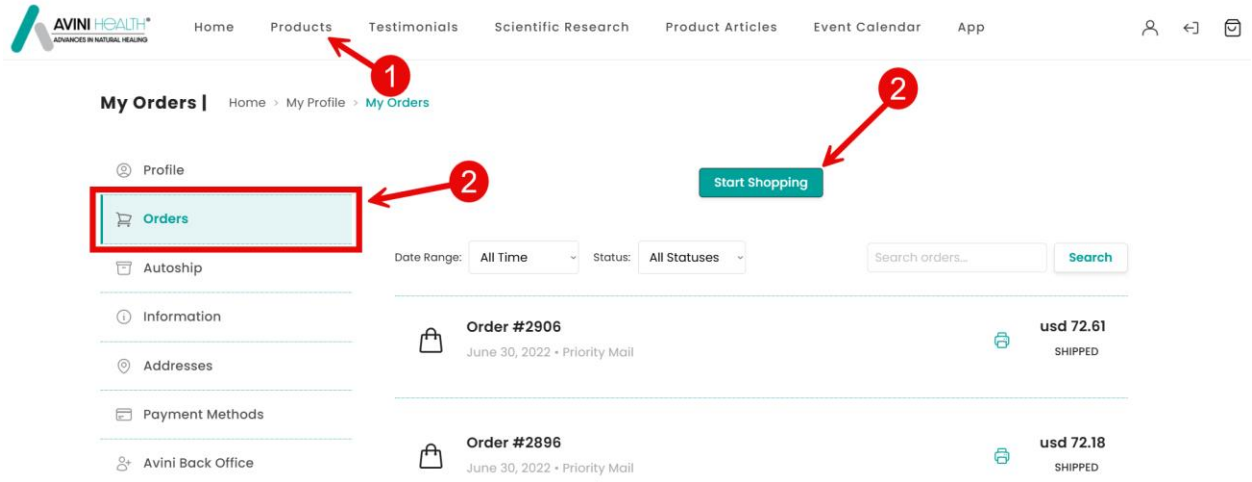
3. Then "**Shop**"



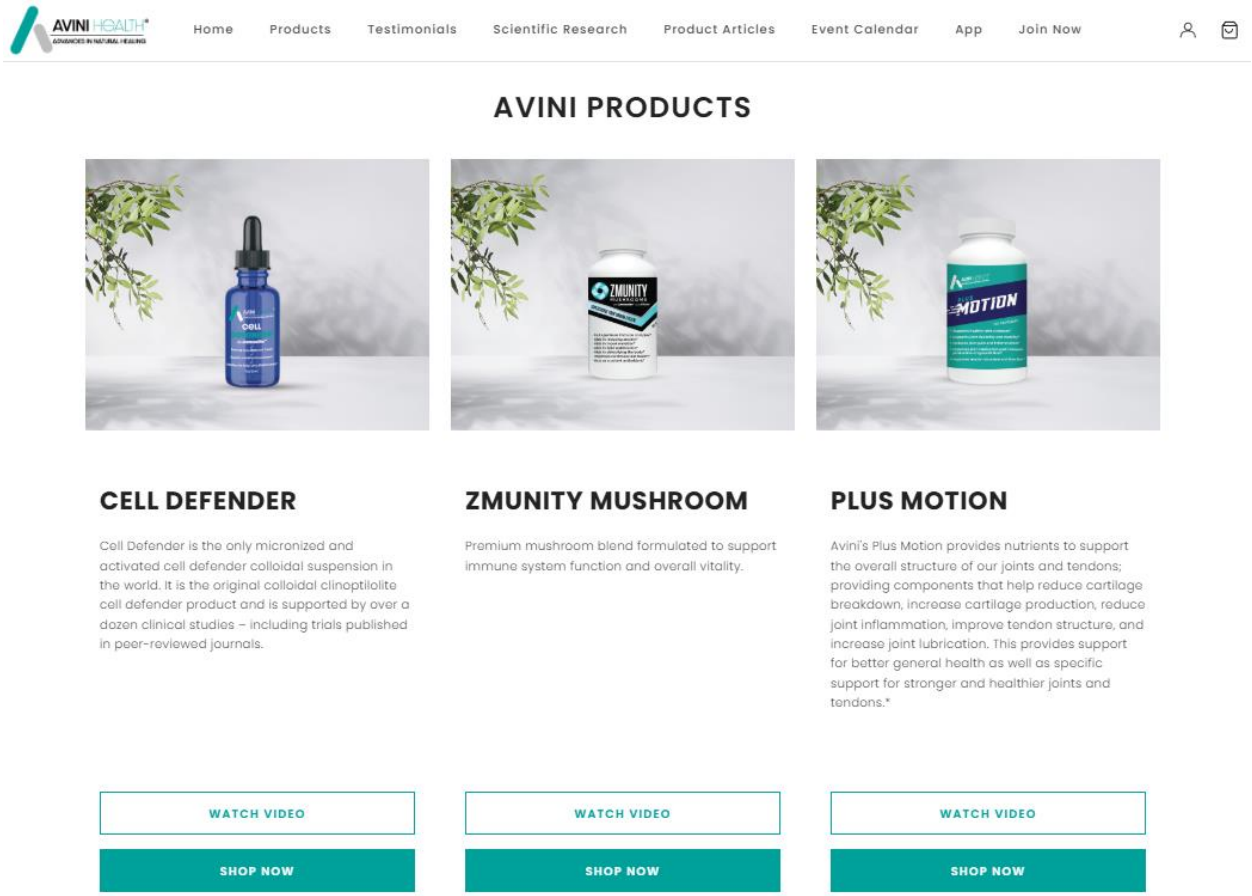
You will now be on your profile page. Let's start by placing a regular order.

Ordering Avini Products

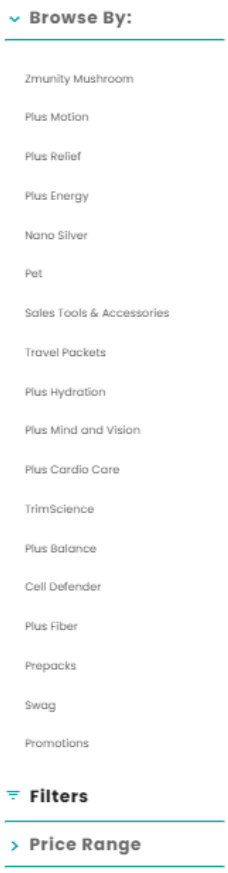
Let's look at how to order Avini products. To start, we need to get to the products page. That can be done by clicking "**Products**" in the menu or "**Start Shopping**" on the Orders tab of your Avini Profile.



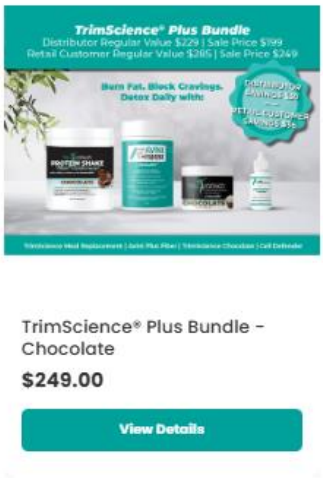
Please scroll through the available products to see what interests you.



You can also choose items to look at on the left-hand side, where it says, “**Browse By.**”

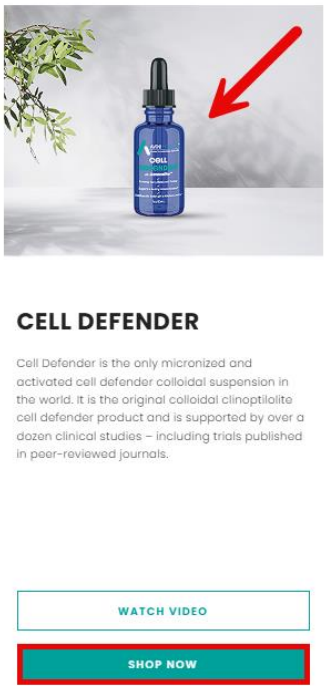


Please don’t forget to scroll down to the bottom of the page as there may be another page of items.



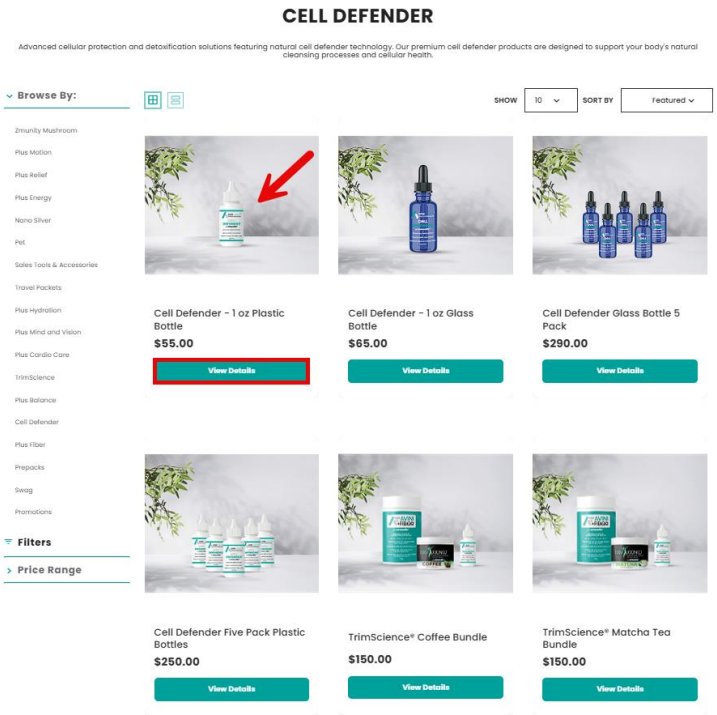


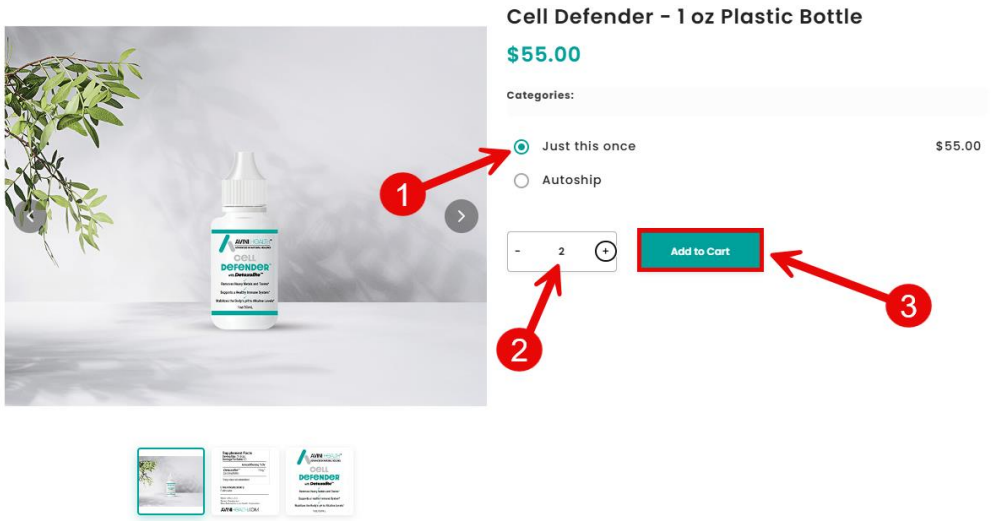
Once you find an item you would like, click the product image or the "**Shop Now**" button.



That will take you to a product category with several options, including bundles and variants such as plastic or glass. For this example, I will be using **Cell Defender - Plastic**.

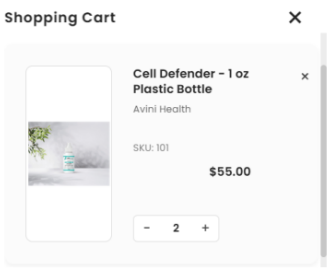
Click on the **product image square** or the "**View Details**" button.

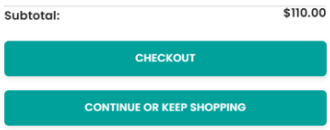




1. Click "**Just this once.**"
2. Choose the quantity of items you want to purchase.
3. Click "**Add to Cart.**"

The cart will show up on the right-hand side of the screen.





You can click "**Checkout**" when you are done adding products to your order or click "**Continue or Keep Shopping**" to return to the Products page.

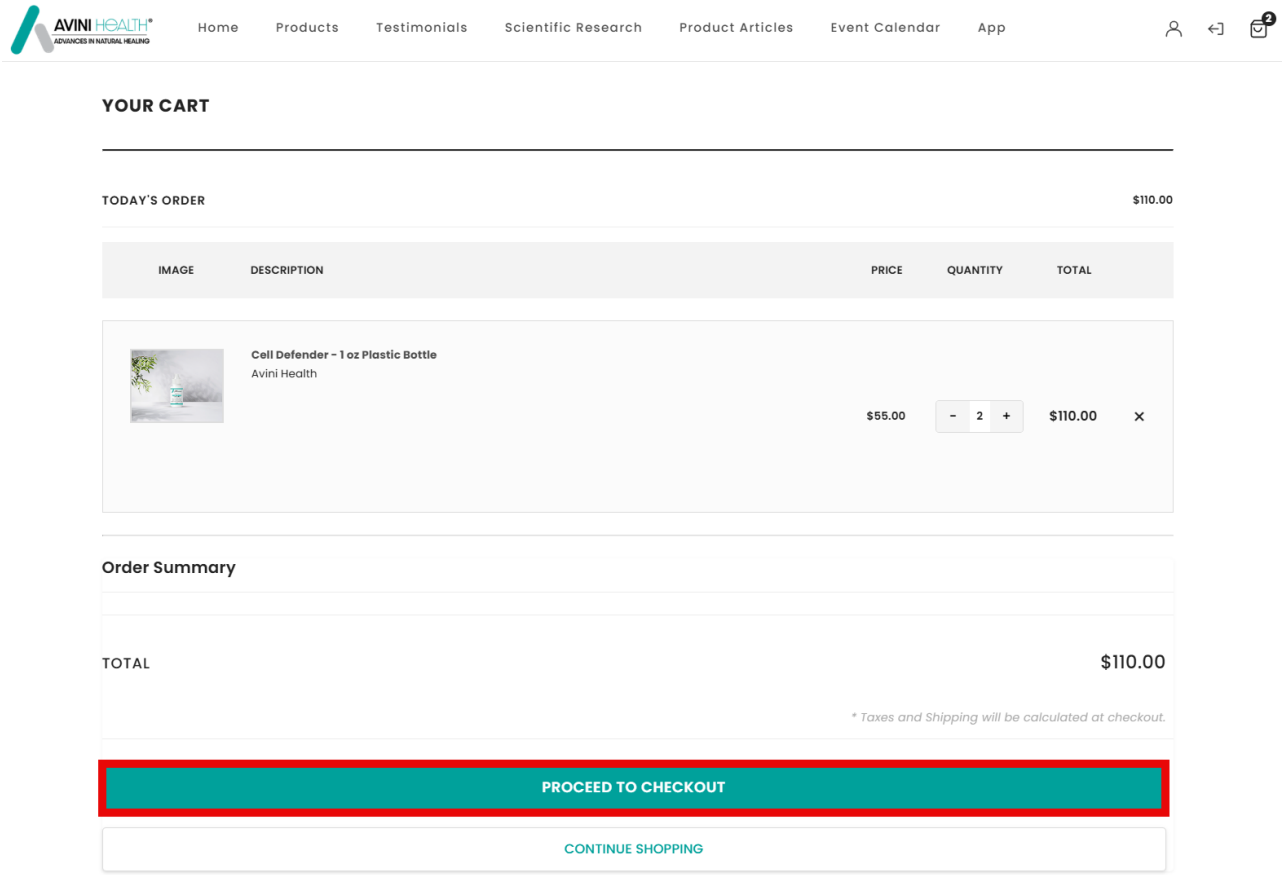
If you accidentally close the checkout window, you can reopen it by clicking the shopping bag icon in the top-right corner.



Once you click "**Checkout,**" you will be taken to your cart. Please review your items.

If you want to add more, please click "**Continue shopping.**"

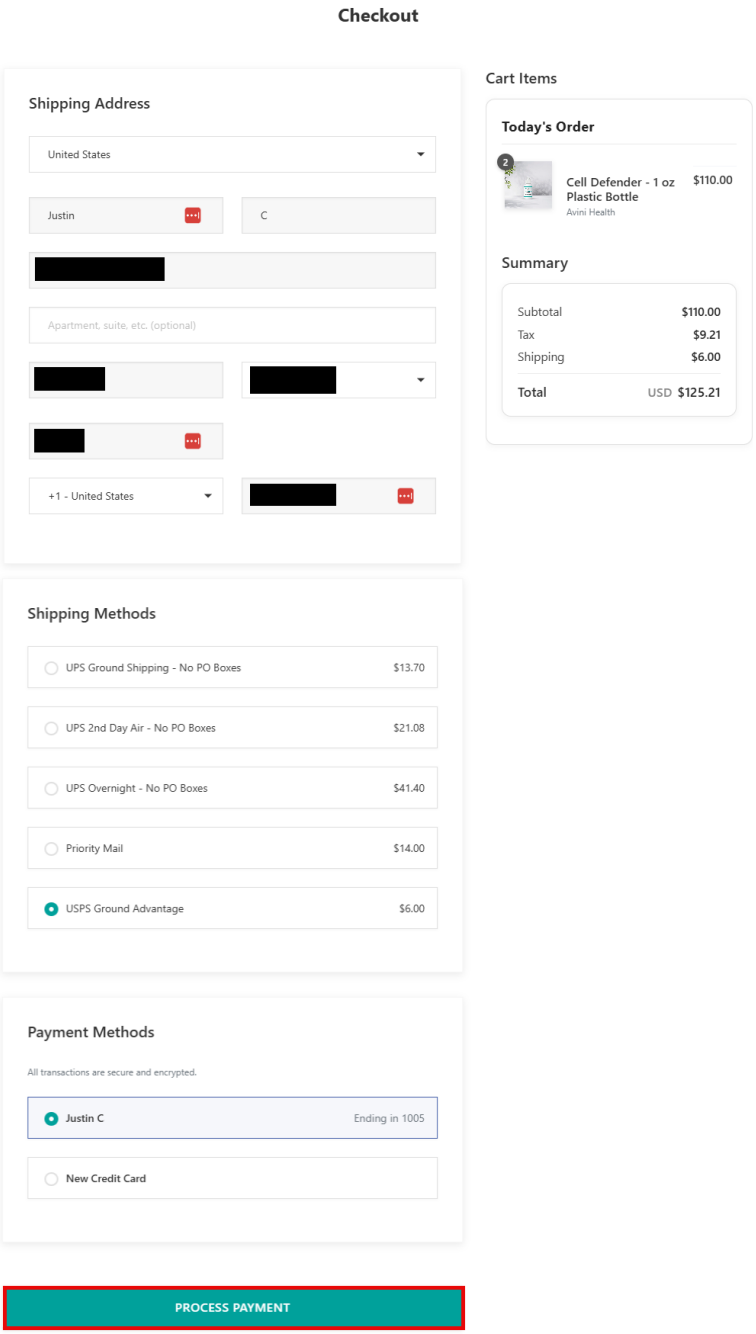
To finalize your order, click "**Proceed To Checkout**" to proceed to the checkout page.

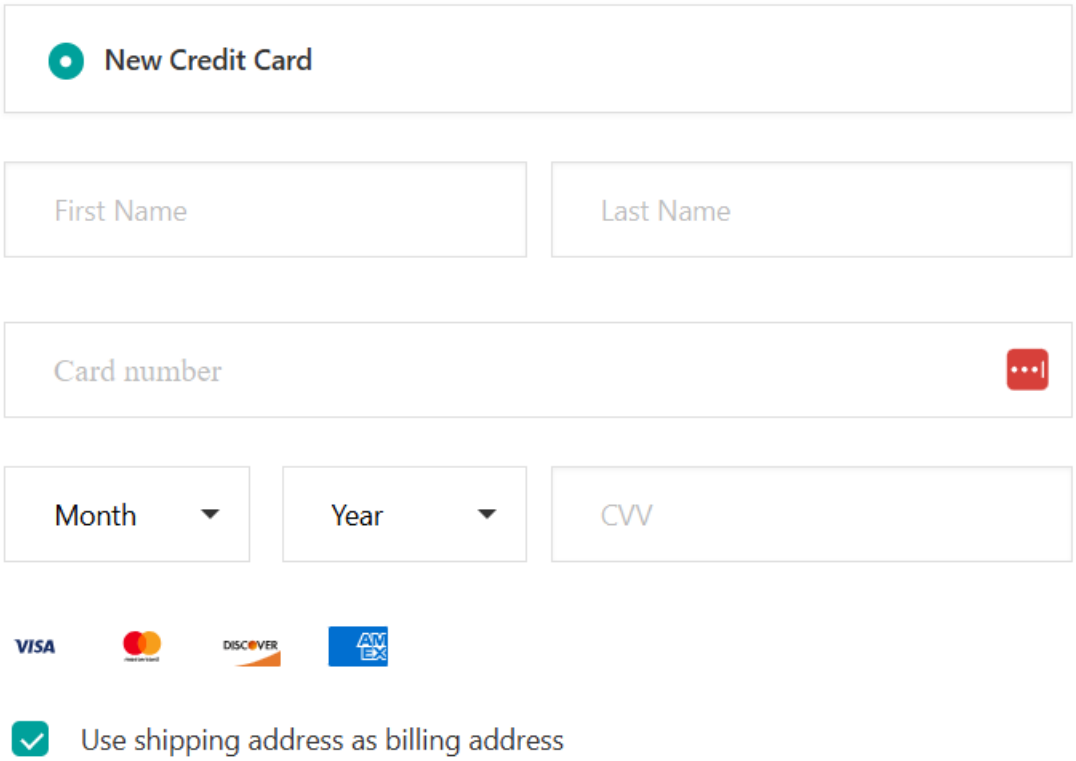


Scroll down to the next page to see how to finalize the order.

To finalize our information and place the order, please:

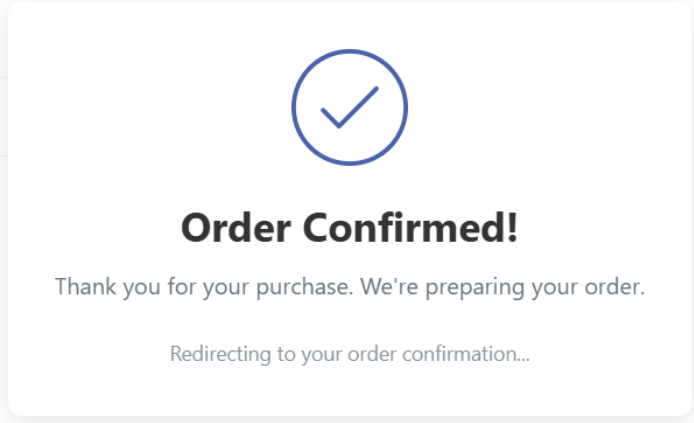
1. Enter your name, address, and phone number in the **Shipping Address** section.
2. Choose your preferred shipping method.
3. Choose your payment method. If you don't have one on file, please click "**New Credit Card.**"
4. Look at the right-hand side of the screen, you will see the cart items and their total cost, including shipping and tax as applicable.
5. Once everything is correct and you are happy with the order, click "**Process Payment.**"





If you already have two cards on file, you cannot add another from the checkout page. To change cards on your account, go to your profile, click "**Payment Methods**," then select the **pencil** (edit) or **trash can** (delete) icon to manage your current card(s). If you are having any difficulties, please submit a ticket, and a team member will contact you to add a new card to your file.

You will see this message once the order has been successfully purchased.

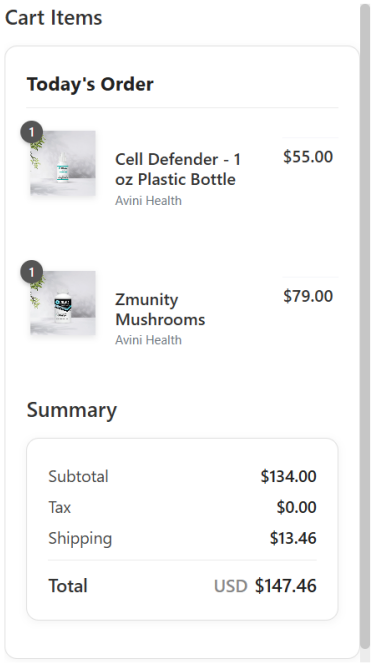


Next, we will be creating an autoship order.

Using your Avini Rewards Points

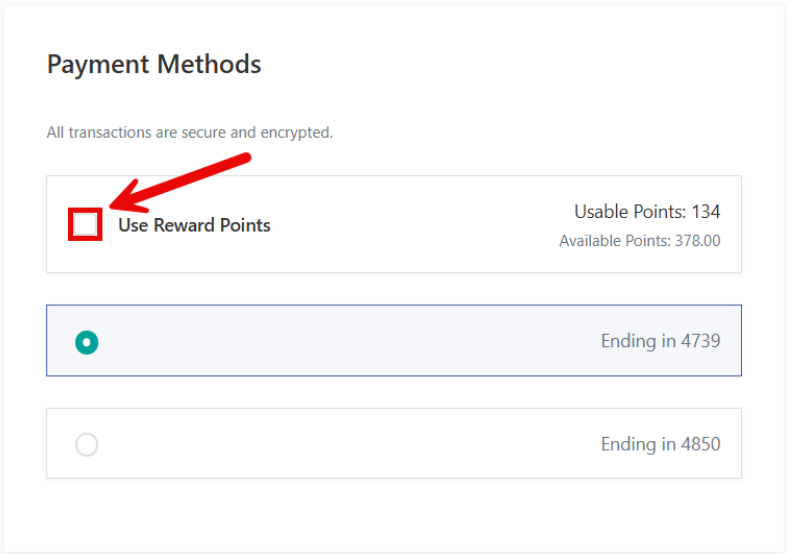
Since we just covered adding items to the cart, for this example we will proceed to the cart as if **Cell Defender - Plastic** and **Zmunity Mushrooms** have been added to the cart and shipping has been chosen. Everything is the same except for the **Payment Methods** section.

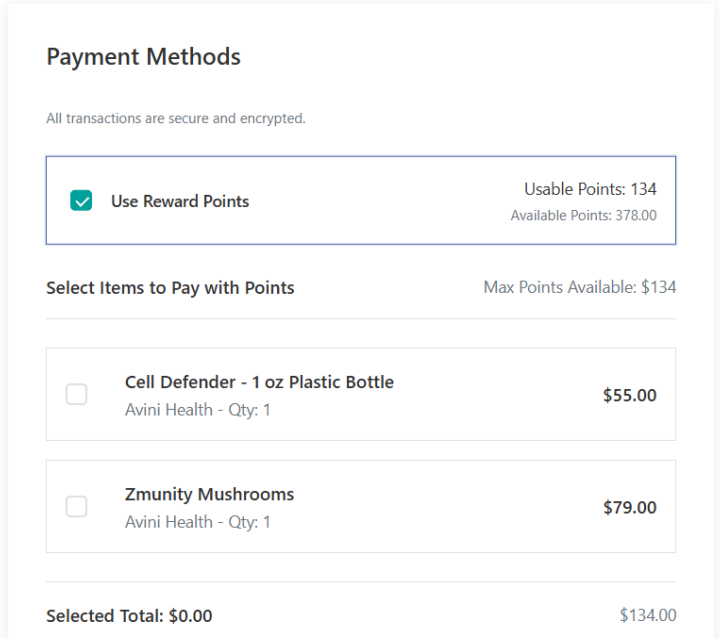
Note: If you need instructions on how to add items to the cart, please scroll up to the **"Ordering Avini Products"** section or click here to be brought there.



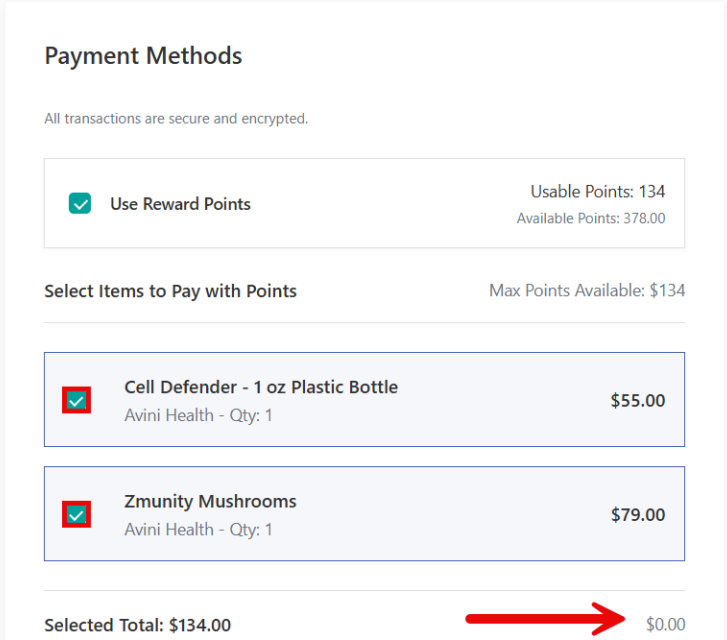
Once you are okay with your order please scroll down to "**Payment Methods.**" The account I am using for this example currently has **378.00** rewards points.

Select the box on the left where it says, "**Use Rewards Points.**"





Then select each item you want to use rewards points on. I will be choosing both items.

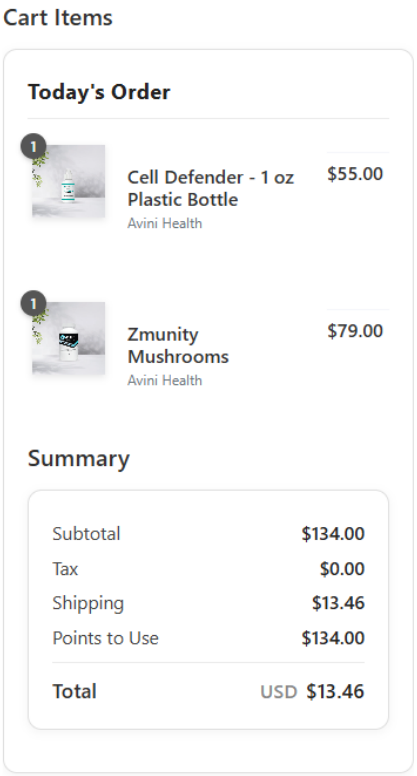


As shown, the balance in the bottom-right corner reflects the amount that will be charged to your card.

Rewards points are redeemed at a **1:1 ratio with USD**, and you must have enough rewards points to cover the total cost of the items purchased. In this example, the order total is **$134.00**, so **134 rewards points** will be applied.

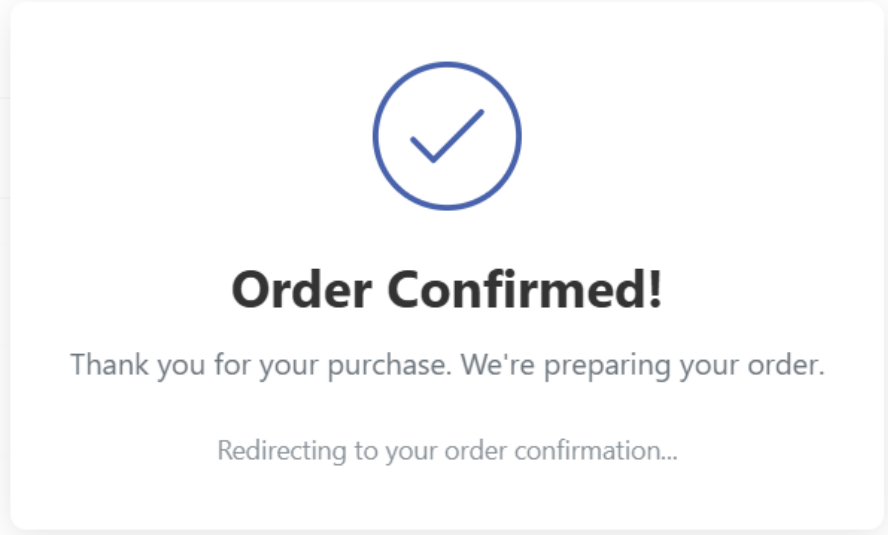
Please note that **shipping is not covered by rewards points** and will be charged separately. **Rewards points cannot be used toward autoship orders.**

If your scroll back up, you will see total reflects only the shipping cost.

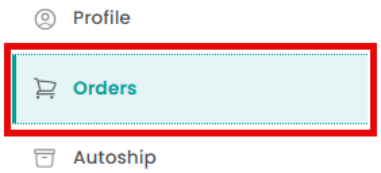


Please scroll down click "**Process Payment**" when you are ready to purchase.

You will see this message once the order has been successfully purchased.



If you go back to your Avini profile you will be able to confirm that reward points were used by clicking "**Orders**"



Your most recent order will appear at the top. To locate a previous order, scroll down and navigate through the pages if needed.

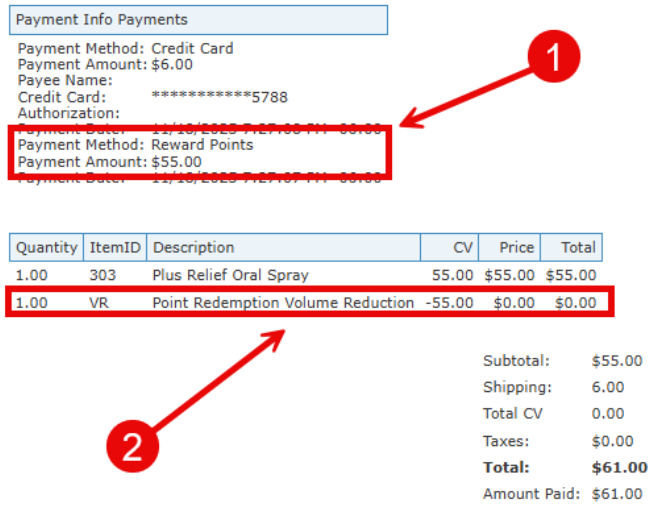
Once you find the order, click the **green printer** icon on the right-hand side.



This will open the invoice. At the top, you will see **"Payment Method: Reward Points"**, followed by **"Payment Amount: $[Rewards Points Used]"**.

In the line-item section at the bottom, you will see **"Point Redemption Volume Reduction,"** which indicates how many rewards points were applied.

Although the bottom of the invoice shows the total order amount (in this example, a **$61.00 charge**), the **top section confirms that rewards points were used** toward the purchase.

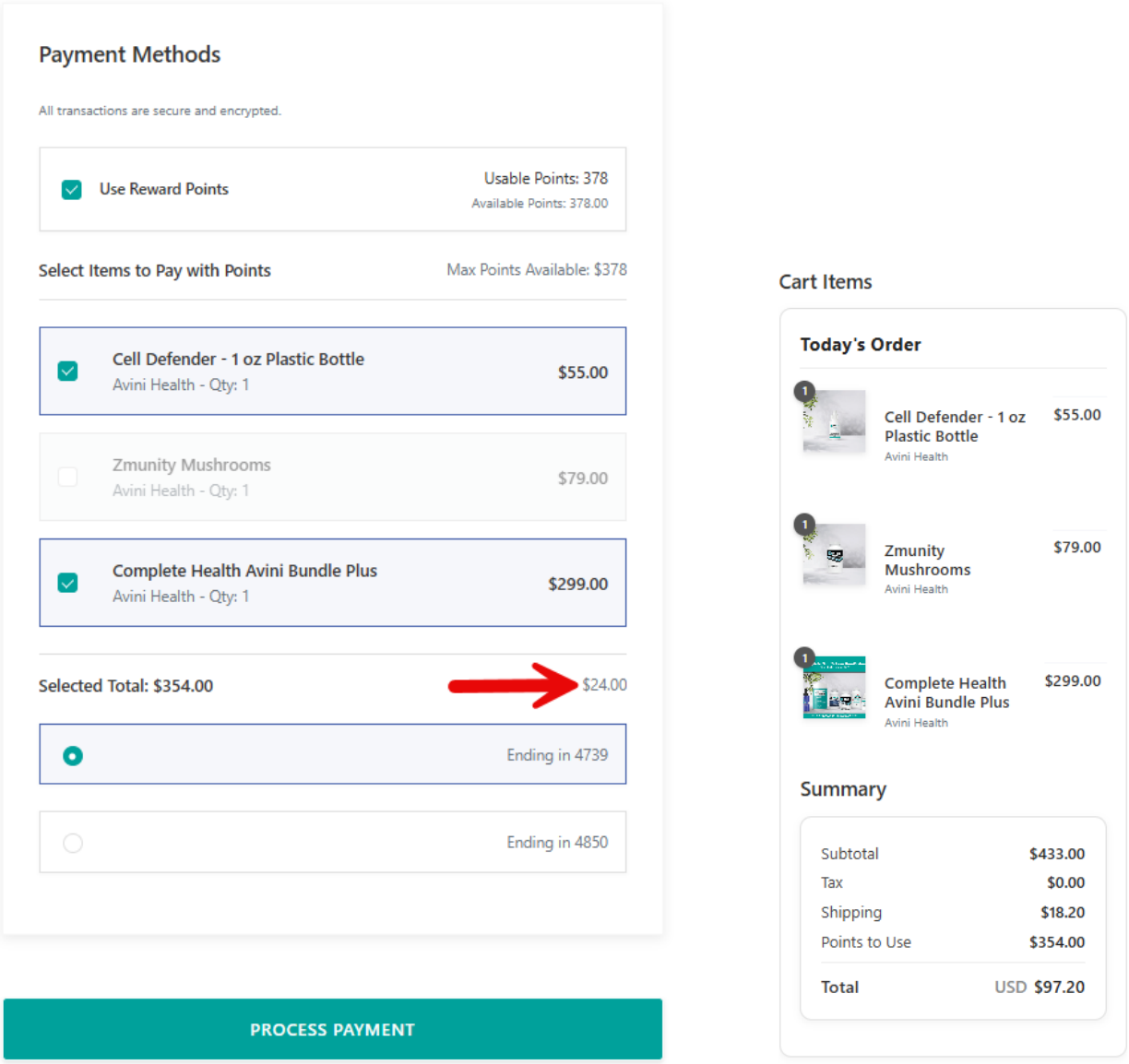


I'm going to go back to before this purchase to show an example of items added to the cart that exceed the available rewards points, so you can see the difference in pricing on the next page.

If you're comfortable with how rewards points work, you keep scrolling down to the **"Create Your Autoship Order"** section.

Here is an example of the cart going above the rewards points. I added the "**Complete Health Avini Bundle Plus**" which is **$299.99**.

I am going to choose the new bundle and **Cell Defender - Plastic**. Note, the shipping did increase because the bundle was selected.



In the rewards points section, there is a remaining balance of **$24.00** that must be covered by your card. The cart now shows **Points to Use: $354.00**, which reflects the remaining **$24.00** card charge.

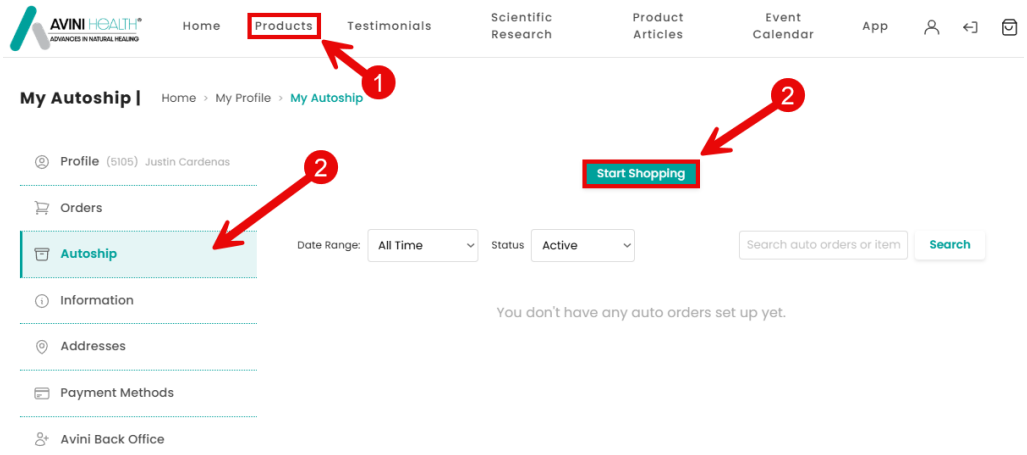
The total due is now **$97.20** of the original **$433.00** order cost, rather than just the shipping cost. This means the account would have **24.00 rewards points remaining**.

Creating Your Autoship Order

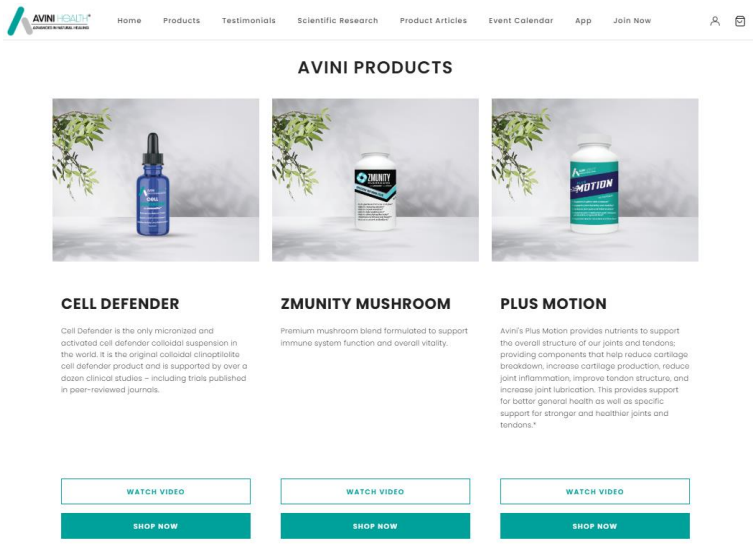
You can create your autoship order either:

1. Clicking "**Products**" on the menu tab at the top.
2. Clicking the "**Autoship**" tab on the profile, then click "**Start Shopping**"

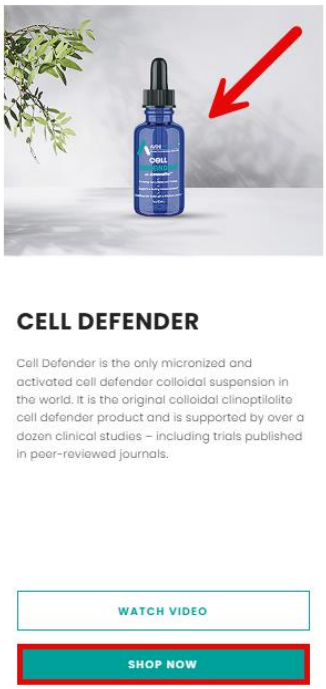
For this example, we will be using the store method.



On the Avini Products page, scroll to the item(s) you would like to include in your autoship order.



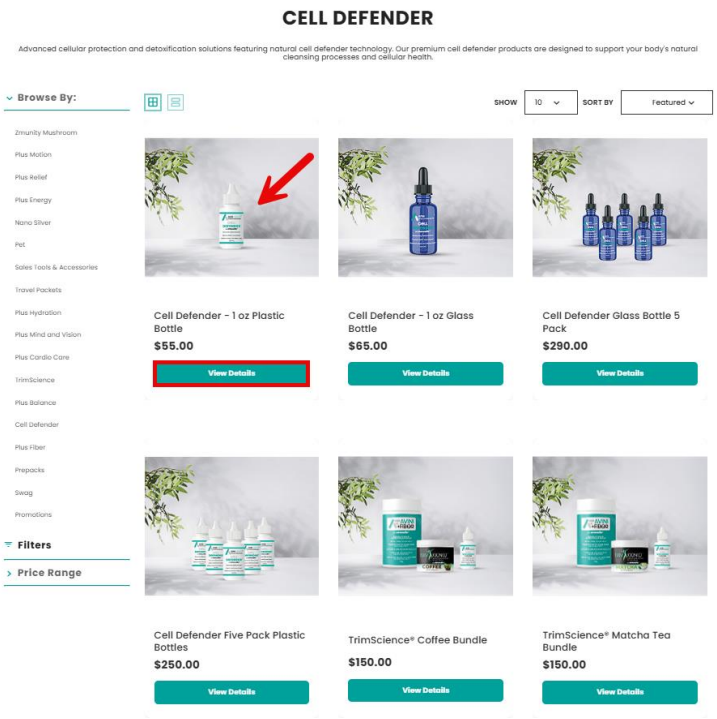
Click the image of the product, or the "**Shop Now**" button.



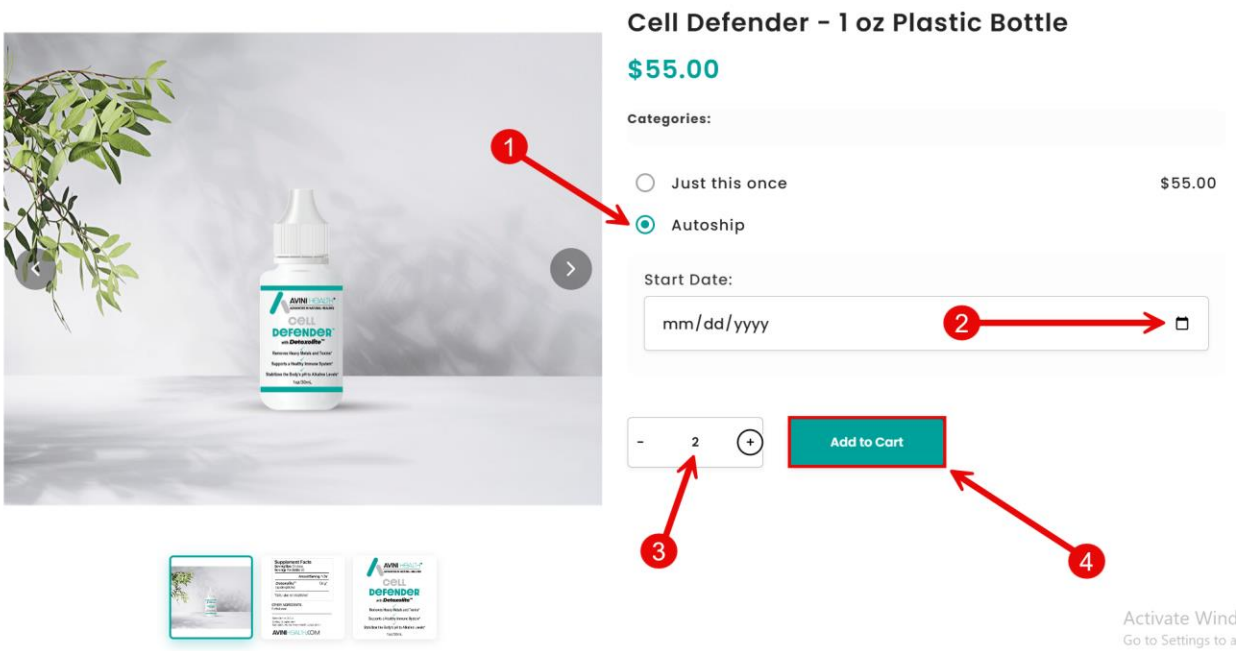
That will take you to a product category with several options, including bundles and variants.

Cell Defender has been helping us so much that I want to get two mailed each month.

Click on the **product image square** or the "**View Details**" button.

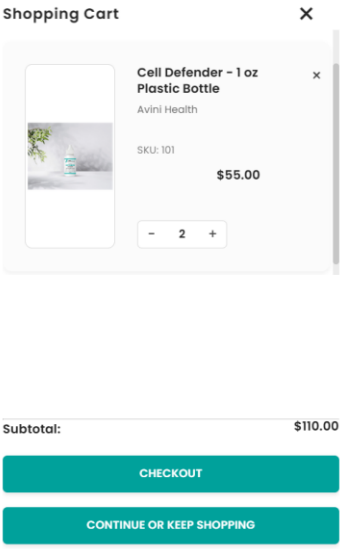


Now, let's prepare our autoship order.



1. Press the button that says "**Autoship.**"
2. Press the calendar icon to the right of the "**Start Date**" bar or type in the date on the left where it says "**mm/dd/yyyy**". Choose a day between the **1st** and the **11th** of the current month, or the **1st** to **11th** of the next month.
3. Choose the quantity of items you would like to add to the autoship order. I will be choosing two Cell Defenders here.
4. Click "**Add to Cart.**"

The cart will show up on the right-hand side of the screen.



You can click "**Checkout**" when you are done adding products to your autoship order or click "**Continue or Keep Shopping**" to return to the products page.

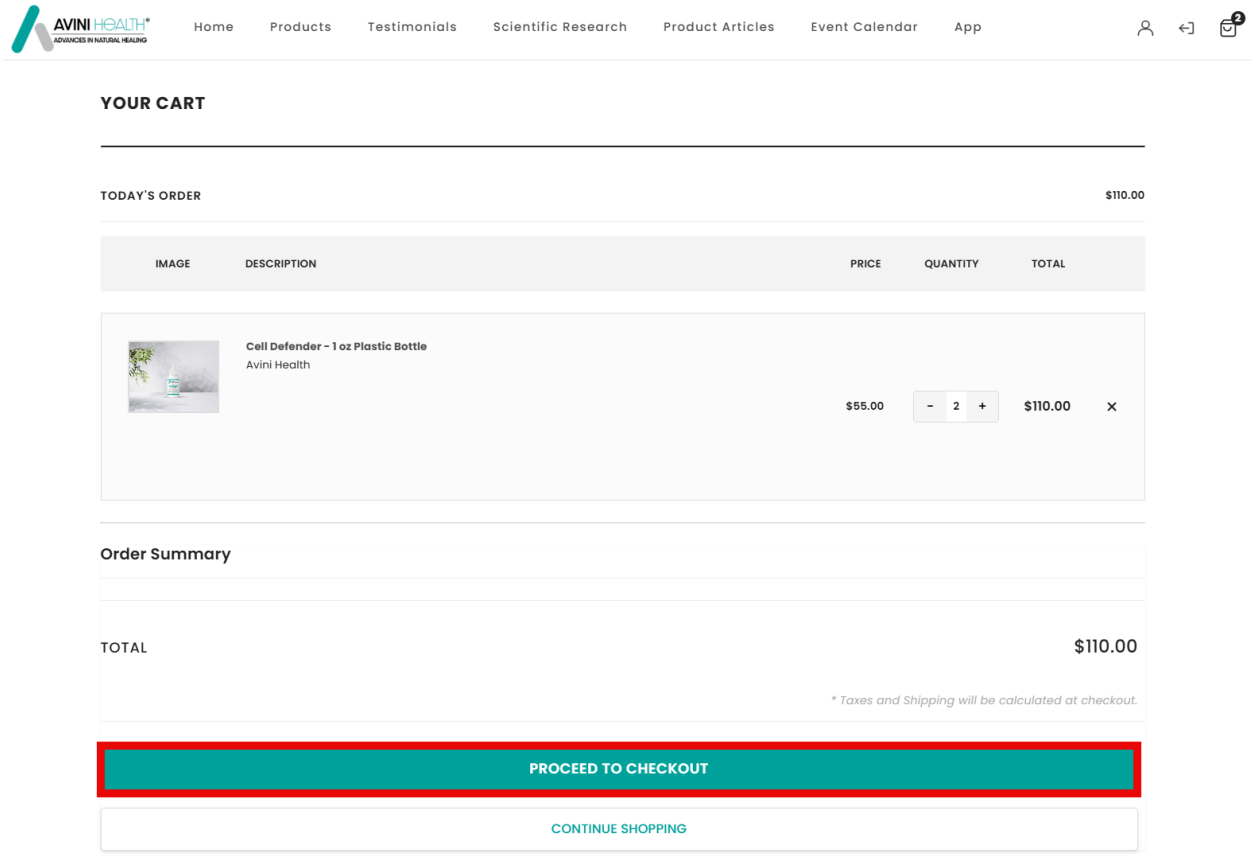
If you accidentally close the checkout window, you can reopen it by clicking the shopping bag icon in the top-right corner.



Once you click "**Checkout,**" you will be taken to your cart. Please review your items.

If you want to add more, please click "**Continue shopping.**"

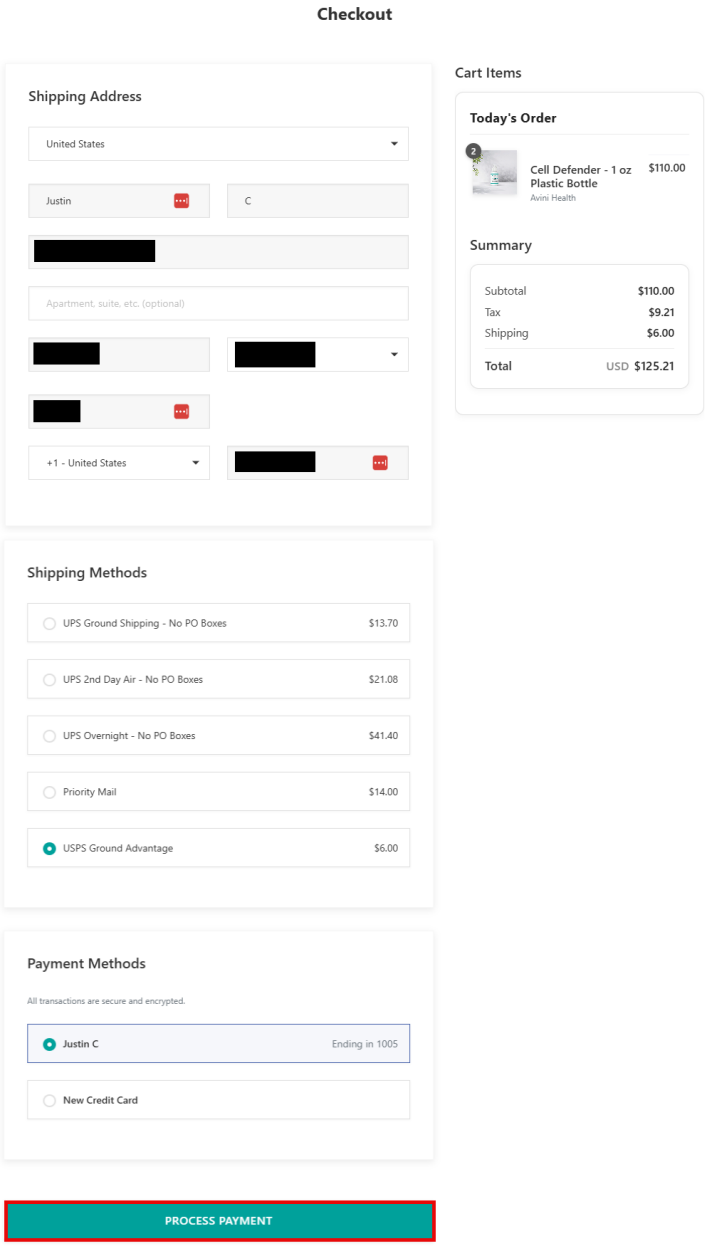
If you want to finalize your autoship order, please click "**Proceed To Checkout**" to go to the checkout page.

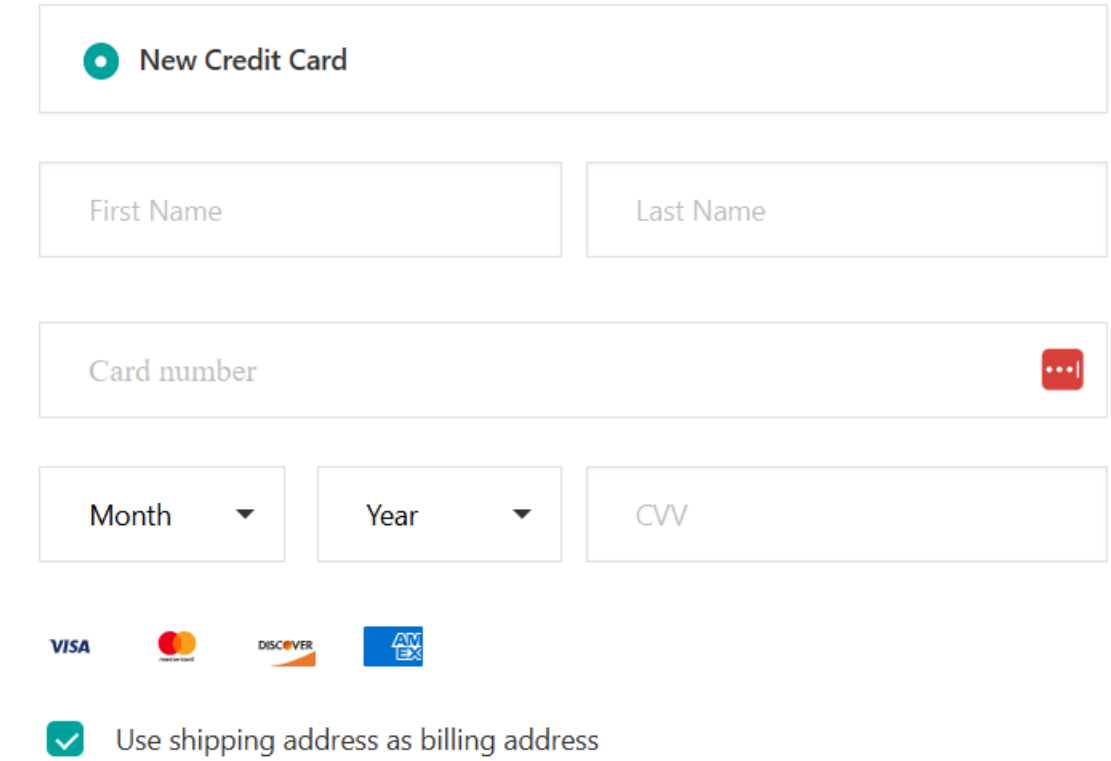


Next, we will finalize our information and approve the autoship order.

1. Enter your name, address, and phone number in the **Shipping Address** section.
2. Choose your preferred shipping method.
3. Choose your payment method. If you don't have one on file, please click "**New Credit Card.**"
4. On the right-hand side of the screen, you will see the cart items and their total cost, including shipping and tax, as applicable.
5. Once everything is correct and you are happy with the order, click "**Process Payment.**"

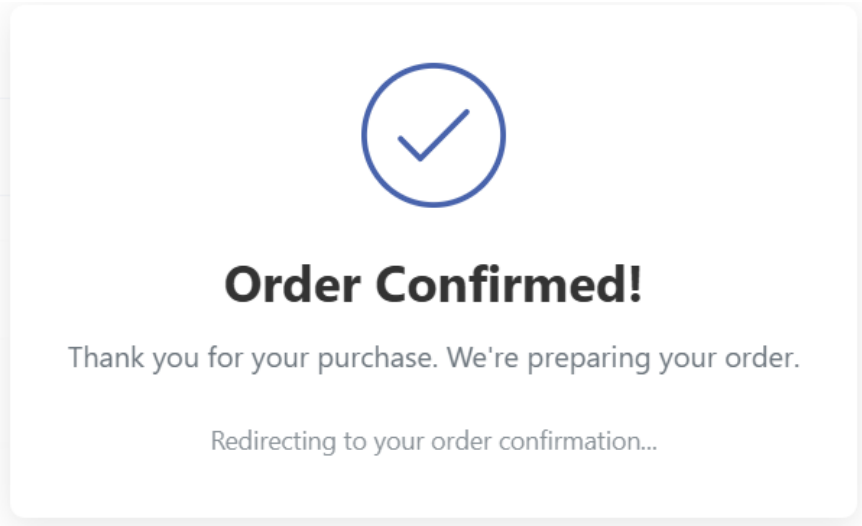
Please note: While it may sound like clicking "Process Payment" will charge the card on file immediately, autoships do not charge the card until the day your autoship is scheduled.





If you already have two cards on file, you cannot add another from the checkout page. To change cards on your account, go to your profile, click "**Payment Methods**," then select the pencil (edit) or trash can (delete) icon to manage your current card(s). If you are having any difficulties, please submit a ticket, and a team member will contact you to add a new card to your file.

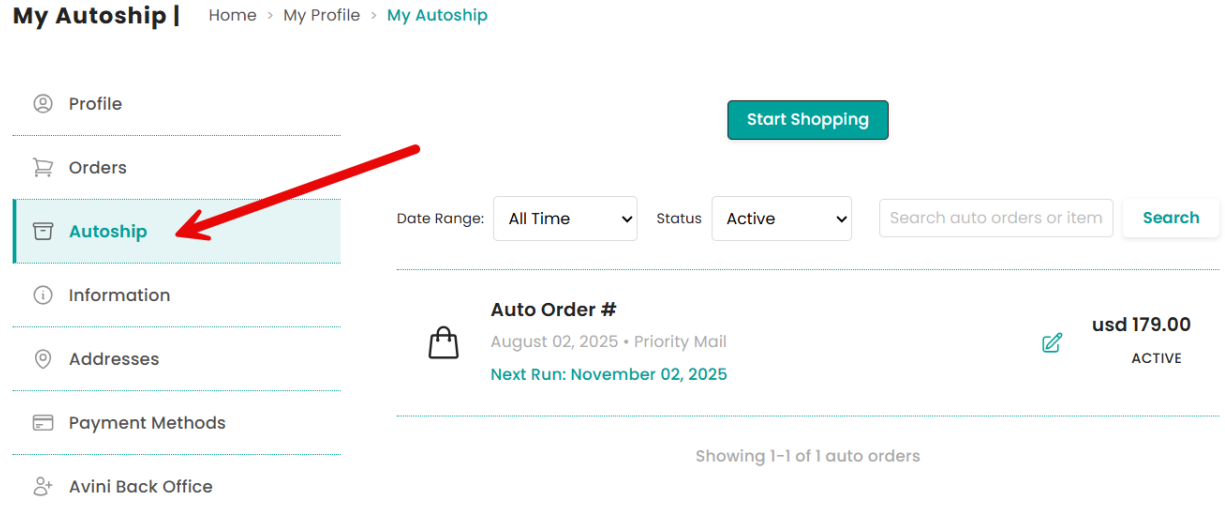
You will see this message once the order has been successfully purchased.



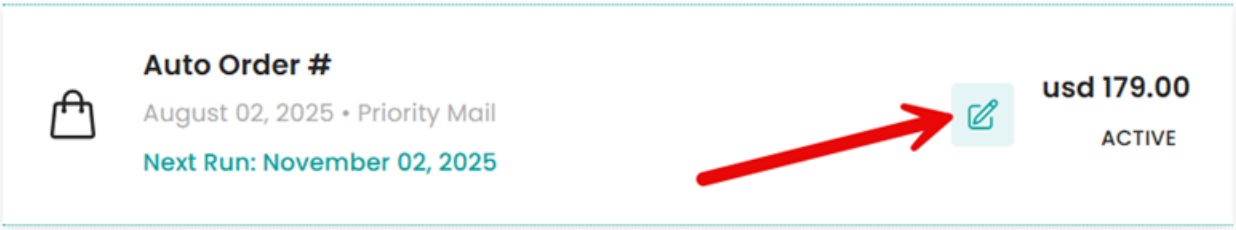
Adjusting your Current Autoship Order

Log in to your account, or click the person icon in the top-right corner if you're already logged in.

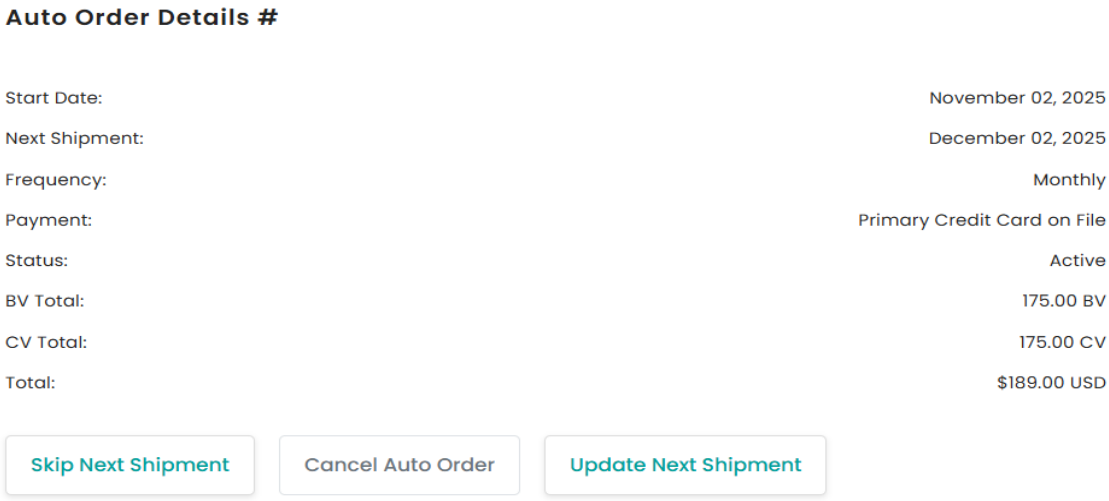
From your profile page, click **"Autoship"** to see your active orders.



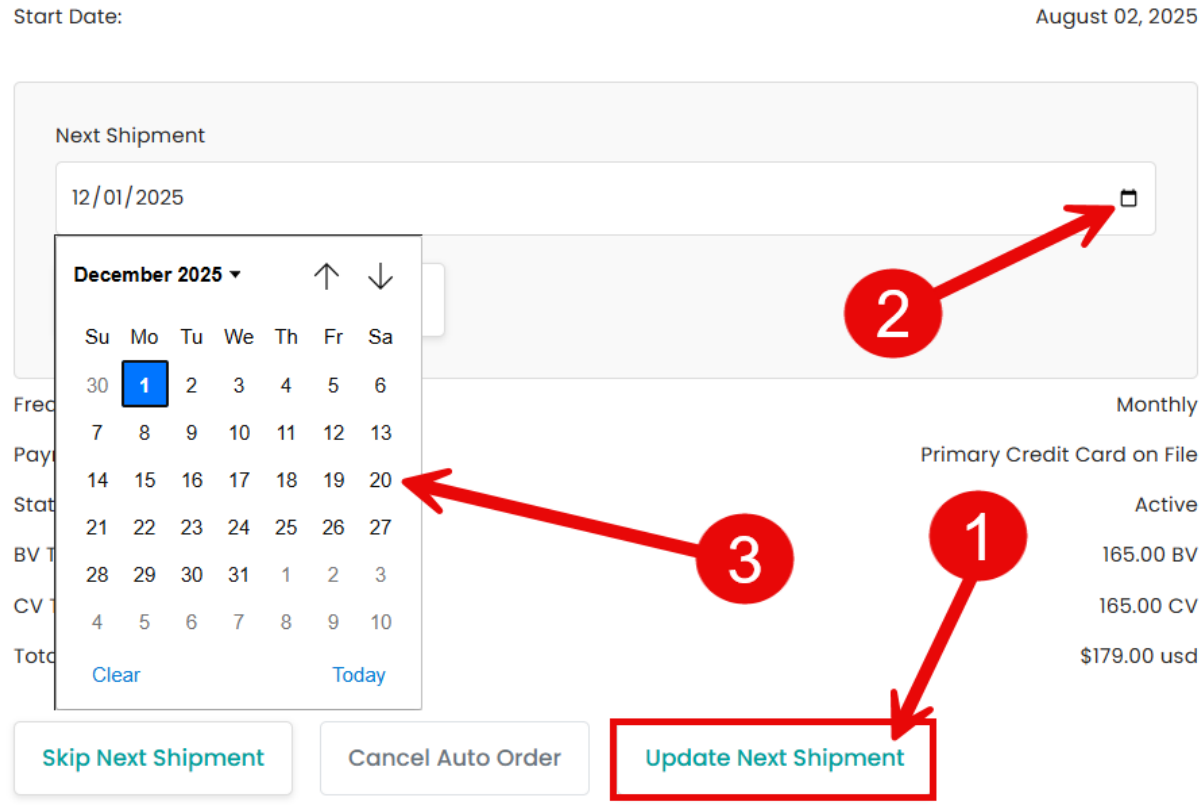
Click the green box with the **pencil icon** inside.



This is the auto order details screen. This will provide a summary of costs, dates, and frequency.



Changing Your Auto Ship Date



To change the date of your current auto shipment:

1. Click "**Update Next Shipment.**"
2. Click on the **calendar icon** on the right-hand side of the screen.
3. Change the auto shipment to start between the **1st** and **11th** of the month you would like to update it to.

Note: You can choose a different month if you would like. If you select the same day, it will save that day for next month, but it will not be processed the same day. You must choose the day after. It is recommended to select the day before midnight EST the day before.

Once you have chosen an acceptable date, click "**Save Changes.**"

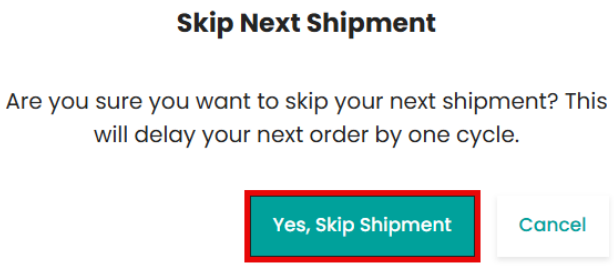
For this example, I am choosing December **1st**.



Cancelling or Skipping Your Auto Ship Order

Skipping Your Auto Ship Order

Clicking "**Skip Next Shipment**" skips the next auto-shipment and resumes it the following month. This warning screen will appear when clicked:

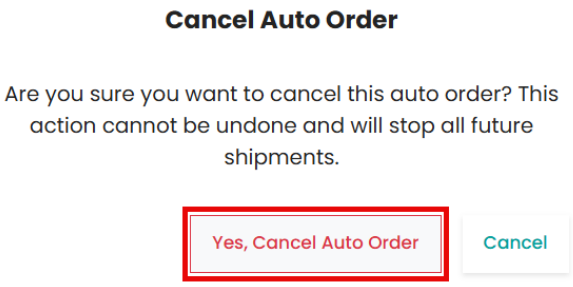


An example scenario:

Let's say today is 11/7/2025. My auto shipment is scheduled for December 1st. If I skipped that shipment, I would get my auto shipment on January 1st, 2026 instead.

Cancelling Your Auto Ship Order

If I click "**Cancel Auto Order.**" This warning screen will appear:



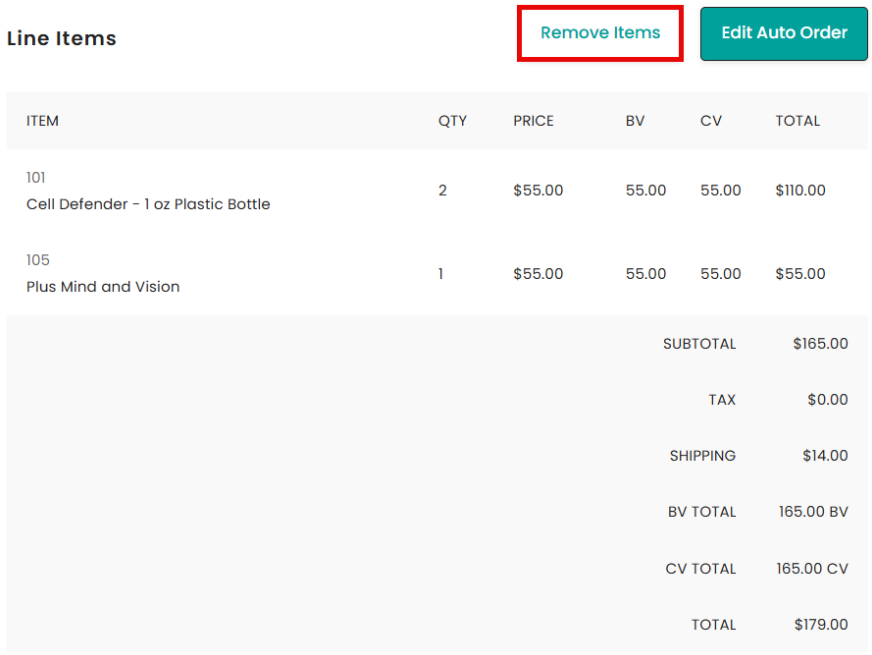
Click "**Yes, Cancel Auto Order**" to cancel it.

Below, I will show you how to update your auto shipment items.

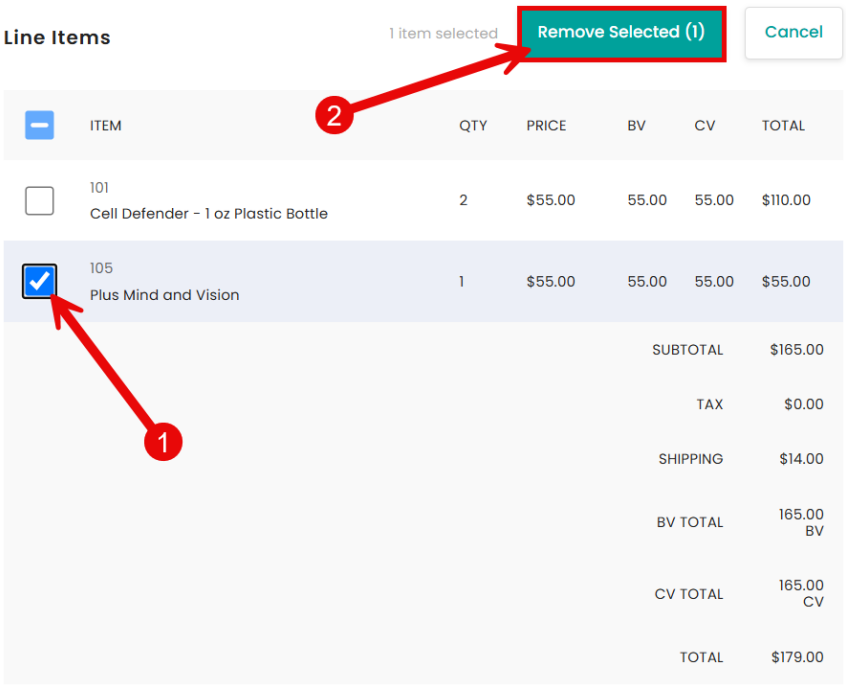
AVINI HEALTH®
ADVANCES IN NATURAL HEALING

Removing Items from Auto Ship Orders

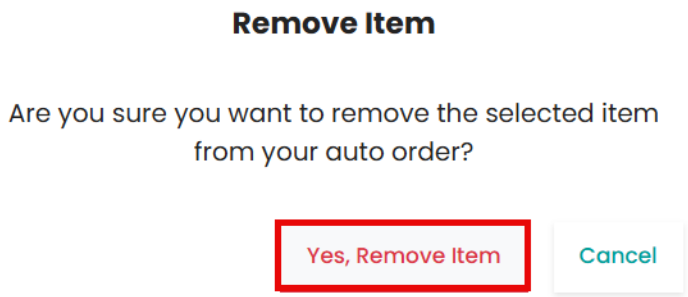
Scroll down to see the current items on your auto shipment order. Need to remove an item? Select "**Remove Items.**"



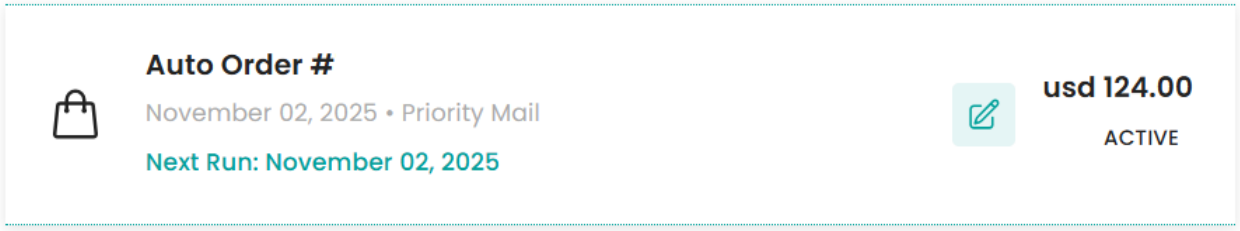
1. Check the box to the left of the item you would like to remove.
2. Click "**Remove Selected.**"



The warning below will appear. Click "**Yes, Remove Item.**"



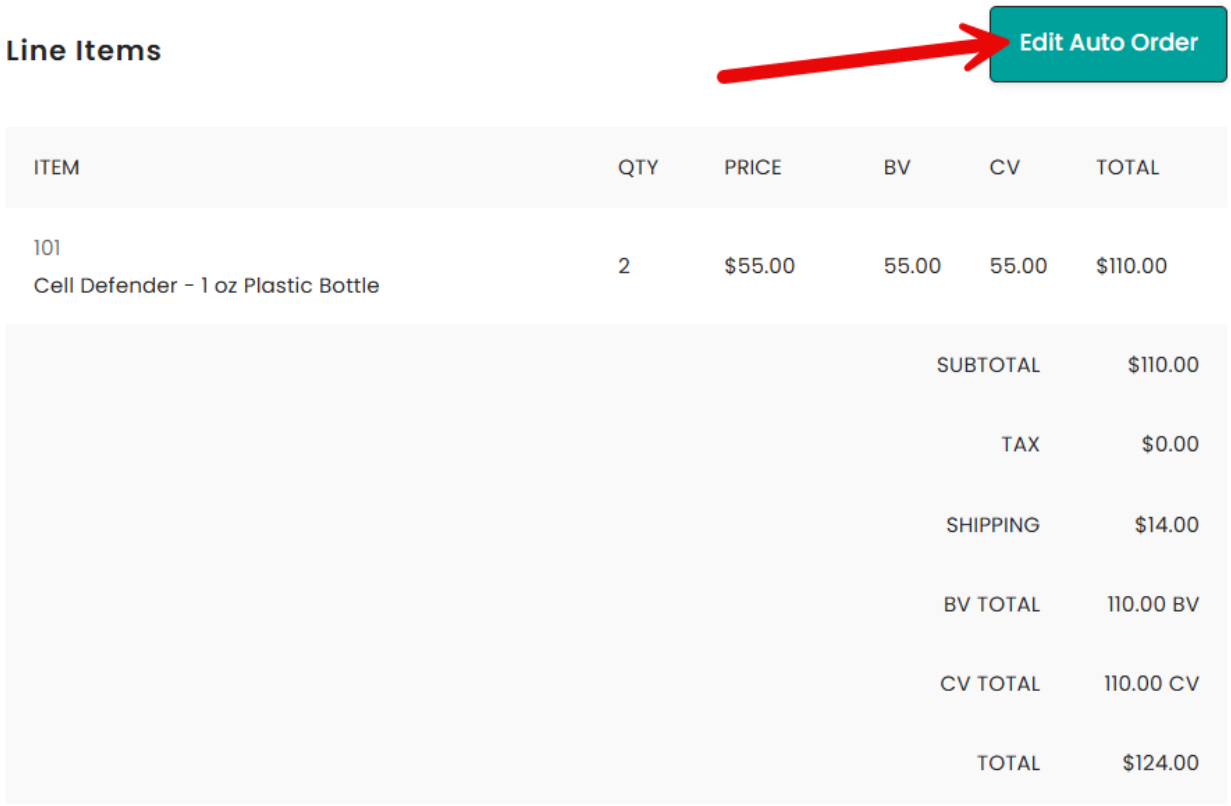
As you can see, the pricing reflects the change on the profile "Autoship" screen.



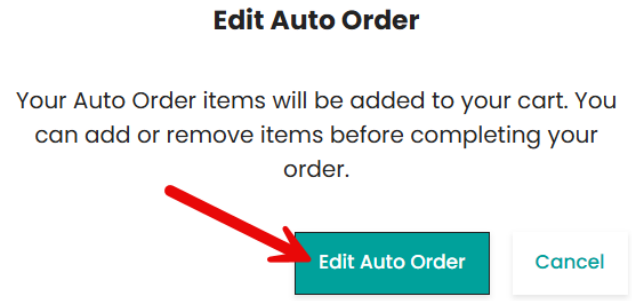
Scroll down to learn how to add items to your Auto Ship order.

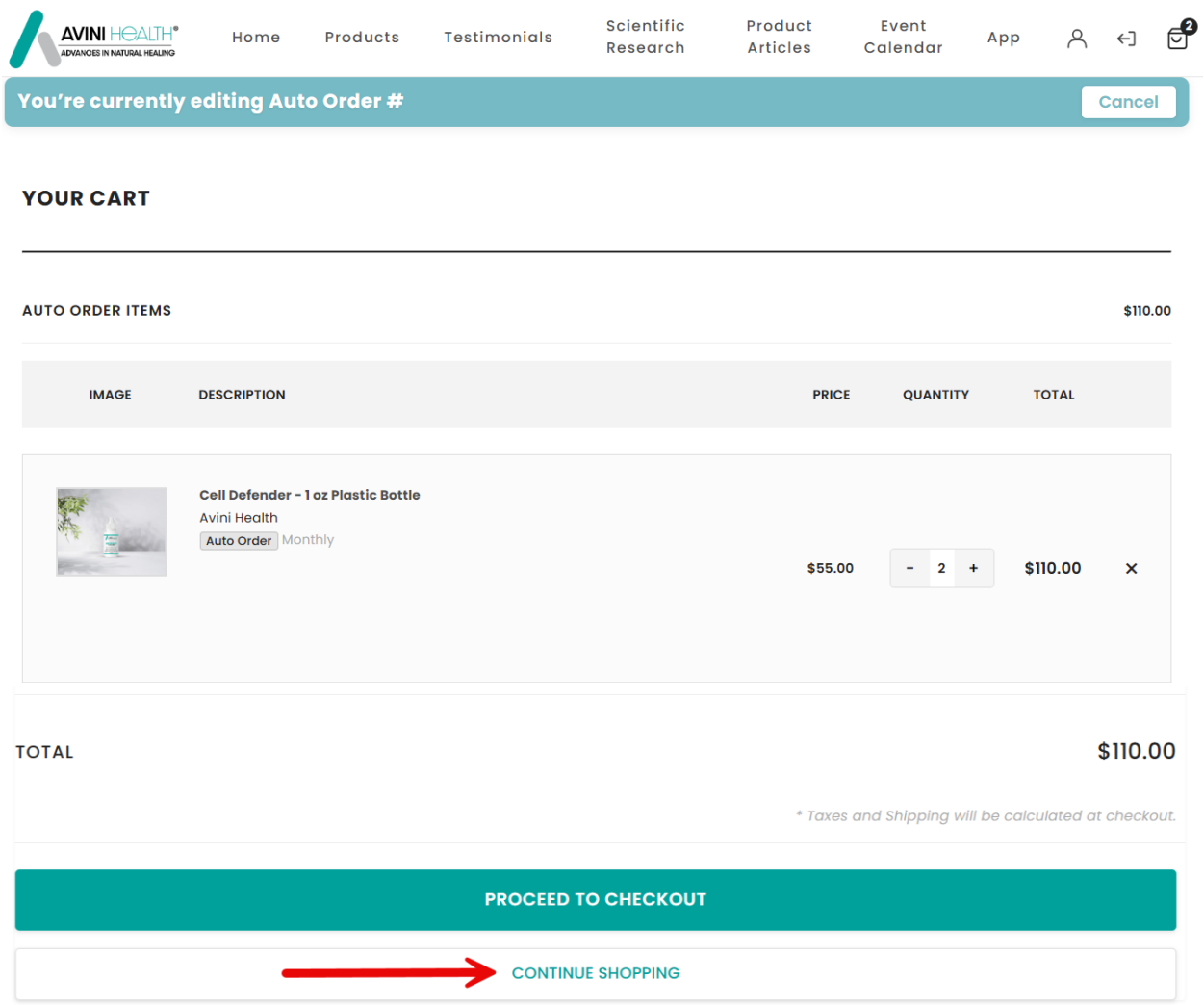
Adding Items to Your Auto Ship Order

To add an item to your auto ship order, click "**Edit Auto Order.**"



Click "**Edit Auto Order**"





Please scroll down

Click on the item by clicking on the item's picture or clicking "**Shop Now**"



PLUS BALANCE

Comprehensive wellness formula designed to support hormonal balance, stress management, and overall equilibrium for optimal daily well-being.

WATCH VIDEO

SHOP NOW

Then choose the variation you want by clicking on the item's image or "**View Details**"



Plus Balance

$65.00

View Details

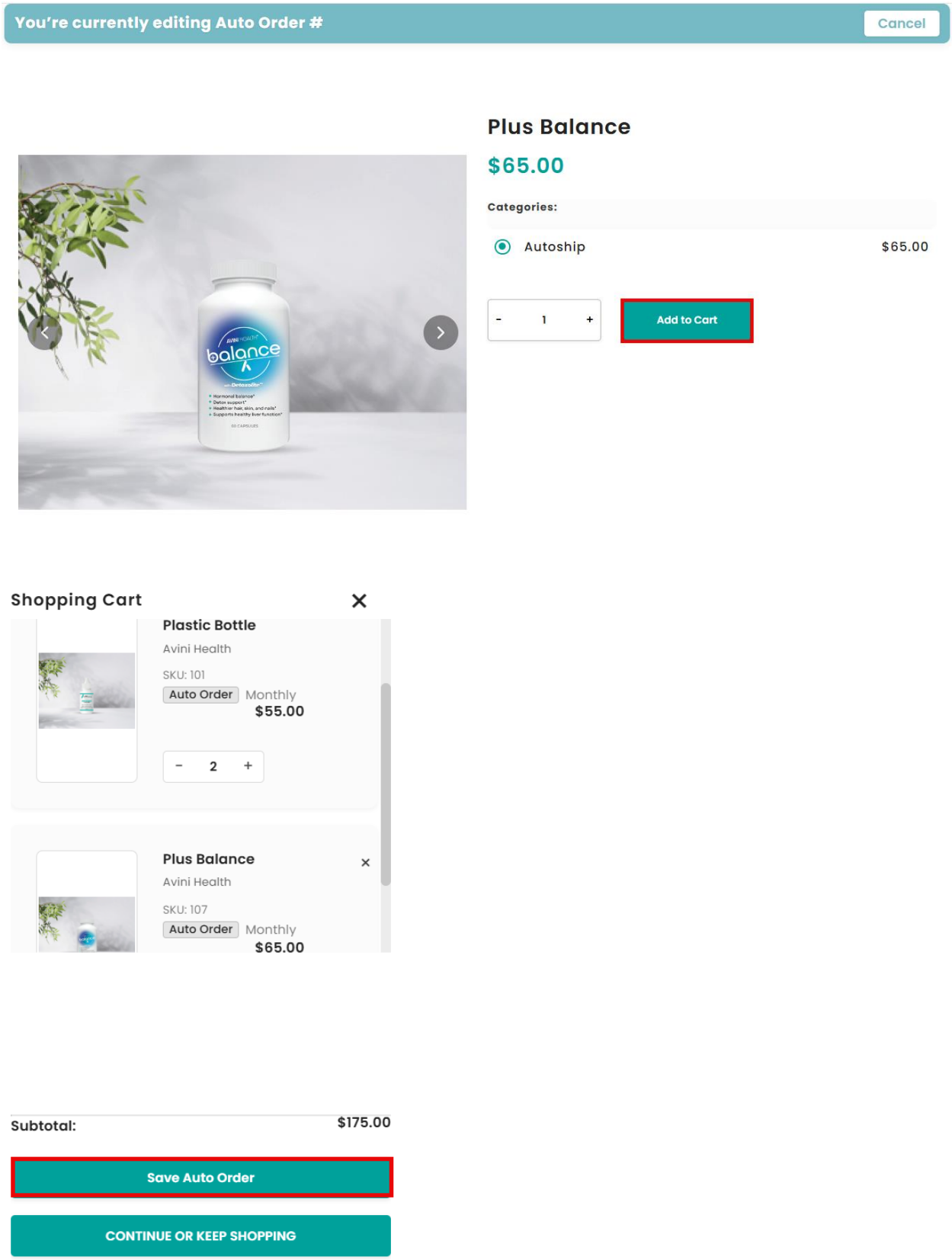


Plus Balance 3 Pack

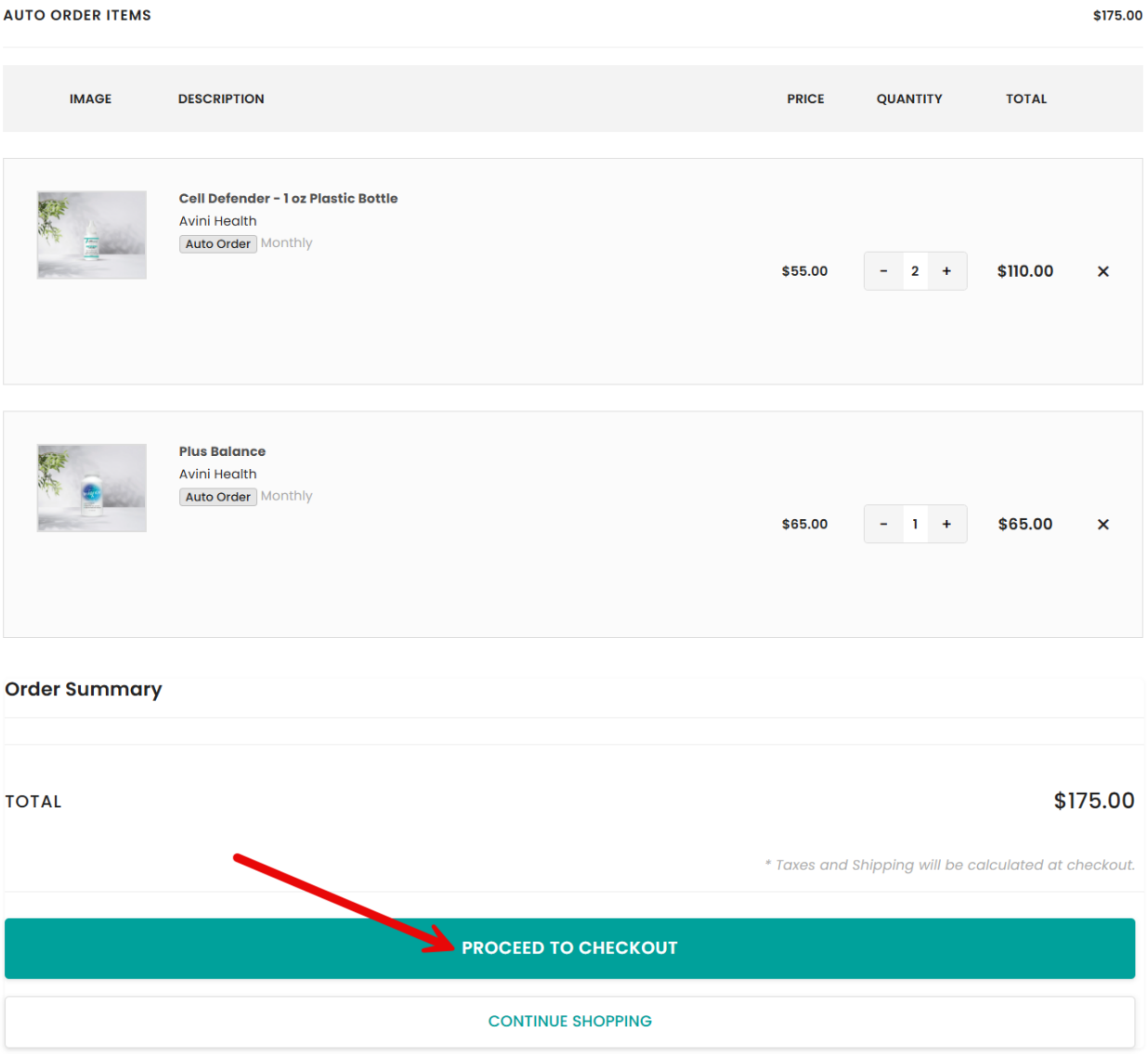
$175.00

View Details

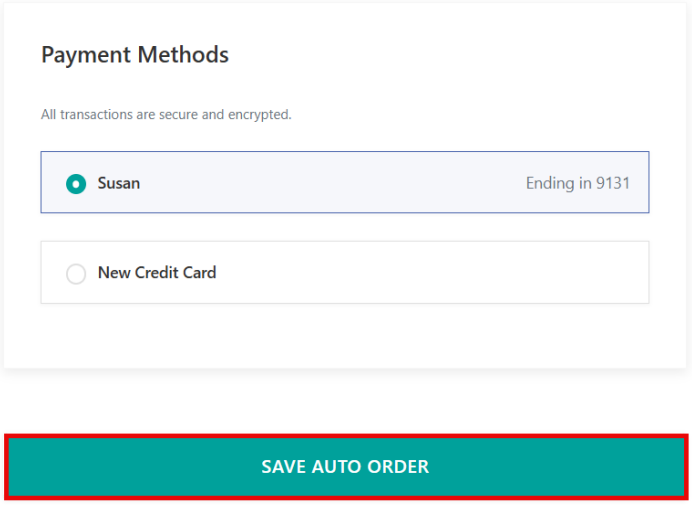
Click “**Add to Cart**”



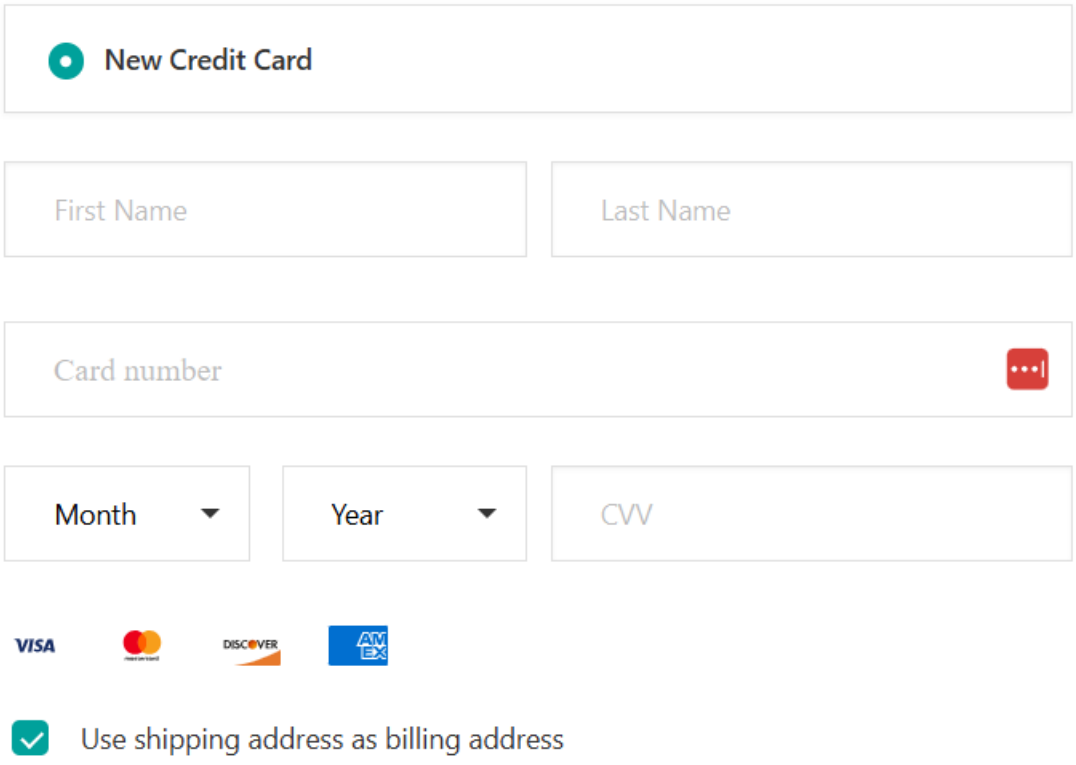
Here, you can view the items in your auto-ship cart before you proceed to check out. Scroll down and click "**Proceed to Checkout**" if you are done, or "**Continue or Keep Shopping**" if you want to add more items.



Choose your preferred payment method or add a new card. Once the card is chosen and you review the order and are happy with it. Click "**Save Auto Order**" to finalize it.

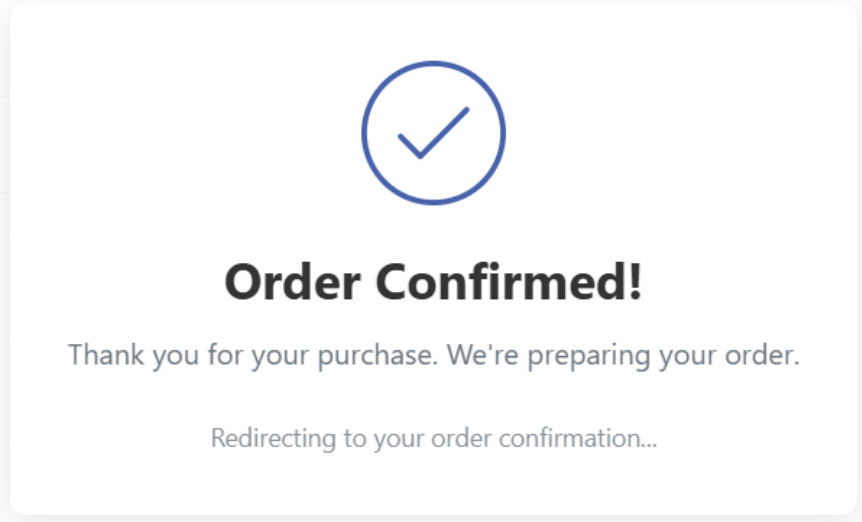


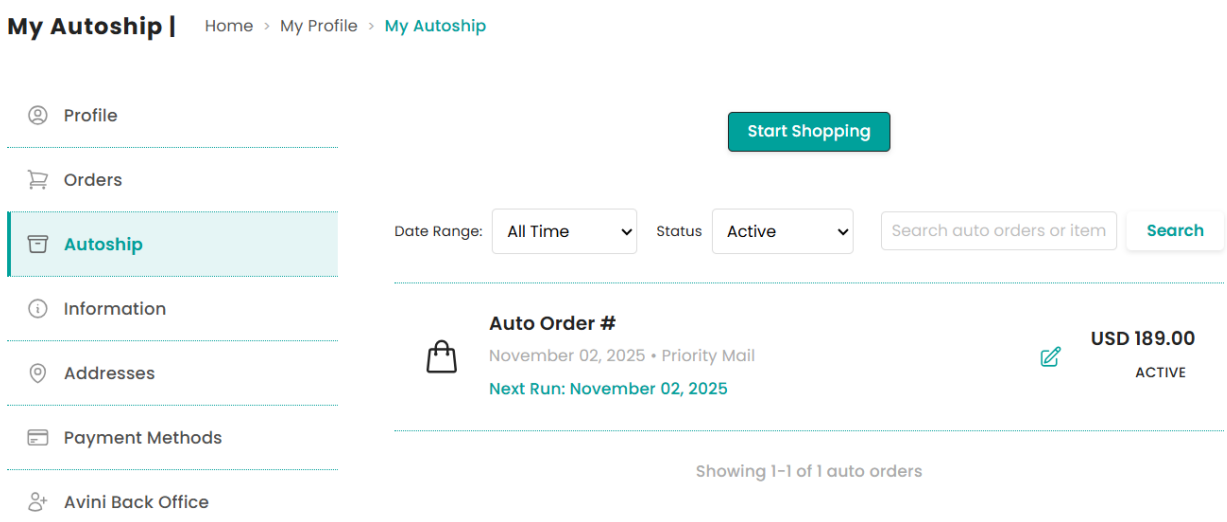
If you need to add a new card. Click "**New Credit Card**," and it will ask for your information.



If you already have two cards on file, you cannot add another. If neither is usable, please submit a ticket, and a team member will contact you to add a new card on file.

This message confirms that the order has been finalized.





Avini Front Office Guide Q&A

Q: I am not able to make an order myself. What can I do?

A: Please create a ticket by emailing support@avinihealth.com or leaving a voicemail at 561-330-5300 so can assist you with making that order.

Q: How do rewards points work?

A: Rewards points are redeemed at a **1:1 ratio with USD**, and you must have enough rewards points to cover the total cost of the items purchased.

Rewards points are awarded from autoship orders

Distributors are awarded 20% of the total autoship order.

Customers are awarded rewards points too, but at a rate of 16% of the total autoship order.

Please note that **shipping is not covered by rewards points** and will be charged separately.

Q: Why can't I use the mobile website to make autoship orders?

A: It is currently not optimized for that. It is strongly recommended to use a computer.

Q: Why do I need to choose between the **1st** and **11th** of the month?

A: This is to make it easier on our team for logistical reasons. As a courtesy, we reward 20% of your autoship order as reward points.

Q: What if I don't want my autoship to be monthly?

A: No problem, you can speak with an Avini customer support representative, and they will be able to change the frequency for you. This includes once every 2 months, 3 months, etc.

Note: A representative can change the frequency two years in advance. Before the two-year period ends, you must contact an Avini representative to request that the frequency be extended. Failure to do so will result in the auto-shipment recurring monthly.

Q: How do I get in contact with Avini to change my auto shipment?

A: Please create a ticket by emailing support@avinihealth.com or leaving a voicemail at 561-330-5300

Q: I accidentally had two auto shipments scheduled for the same day. Can that be fixed?

A: If the autoship has not processed you can request assistance at support@avinihealth.com. If the autoship has been processed, any changes will require a fee.

Q: I placed an order on the same day as my auto shipment. Can I combine shipping?

A: If the autoship has not processed you can request assistance at support@avinihealth.com. If the autoship has been processed, any changes will require a fee.

Q: When I changed my autoship order, it didn't save. What happened?

A: That would be a system glitch. If that happens and you see any error messages, please submit a ticket. If you can, please take a screenshot and attach it.

Q: Can I use rewards points on autoship orders?

A: No, rewards points are only used for regular orders.

Q: Can I use rewards points for shipping on regular or reward point orders?

A: No, shipping must be paid using a card on file.

Q: I am not getting any emails from Avini when I reset my password.

A: That means that you may have our email blocked, or not checking the email address attached to your account. Please reach out to support@avinihealth.com for assistance.

Questions about the Avini Back office

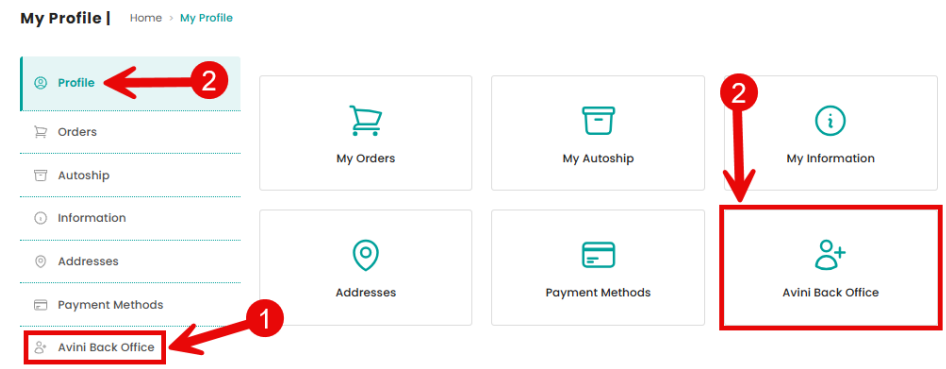
Q: Where can I find my referral link and referral code?

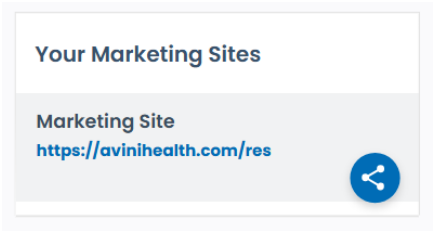
A: It is found in your Avini Back office.

Log into your Avini Account

Click "**Avini Back Office**" on your Avini profile.

It can be accessed as the bottom left hand menu option, as well as bottom right-hand button on the "**Profile**" tab. The person icon with the plus sign on them.





Q: How do I change my account information?

A: It is recommended to change your account information on your Avini Back Office. Once you are on your Avini Back Office click the three lines on the top left-hand side. Click "**Settings.**"



