

## Avon Cosmetics

### Case Study



## Automated Returns System

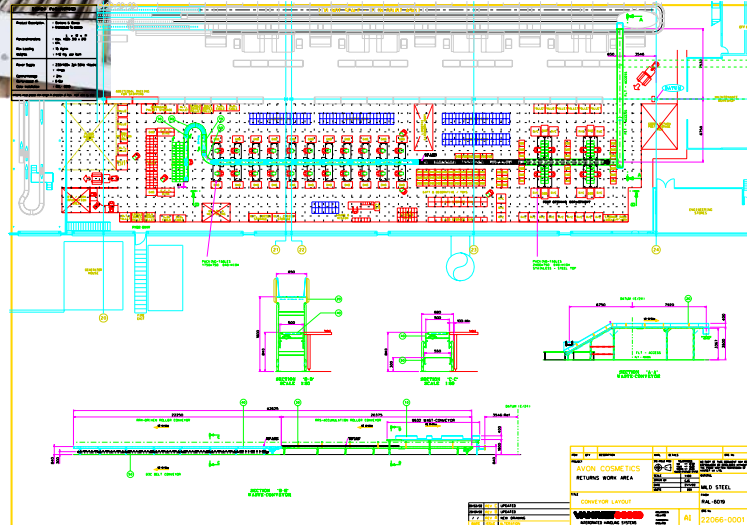
**VANRIET UK LIMITED**

Riverside Industrial Estate, Fazeley, Tamworth Staffordshire B78 3RW

Tele: 01827-288871 Fax: 01827-250810

Email: [sales@vanriet.co.uk](mailto:sales@vanriet.co.uk)

Web: [www.vanriet.co.uk](http://www.vanriet.co.uk)



## INTRODUCTION

Avon is the worlds leading direct seller of beauty and related products. They market to women in over 100 countries through independent sales representatives—often fondly know as—Avon Ladies.

Operations began in the UK in 1959 and today Avon is one of the top 3 beauty brands in the country with a growing share of the beauty market.

## REQUIREMENTS

Avon had a requirement for a supplied and project managed turnkey solution including conveyor, seating, shelving and other equipment to help Avon Cosmetics improve the way it handled returns at its Customer Service Centre in Corby, Northampton. Avon backs its products with a 100% return guarantee enabling customers to return goods if they are not satisfied with them for any reason.

## SOLUTION

Vanriet Rohaco conveyors feed cartons to upto 32 sorting staff seated either side of the conveyor. During the first stage damaged or hygiene sensitive items are put into bins for disposal and the remaining items sorted into broad categories. During the second phase operators check and collate items of a similar type, brand and size using shelves next to the line to hold stocks until sufficient quantities of each item have been collected.