



Contact Us:

Our Customer Relationships Team is happy to assist you during the following business hours:

Monday to Friday: 9am to 5pm PT

Last two business days of the month: 8am to 7pm PT

Orders & Payments

1 (800) 452-3724

Leaders Line

1 (800) 552-3725

Exclusive District Directors & Ambassadors Line*

1 (855) 520-0500

Consultants Line

1 (800) 652-3723

Client Referral Line

1 (800) 551-2345

Send an e-mail to jafracares@jafra.com

*In this line, our Customer Relationships Team will provide service only to District Directors and Ambassadors.

Attention JAFRA Online Business users:

We support and recommend these browsers:

The latest two versions of these browsers:

[Internet Explorer 8 or 9 \(for Windows\)](#)

[Firefox 6 or 7 \(for Windows/Macintosh\)](#)

[Safari 4 or 5 \(for Windows/Macintosh\)](#)

AOL users: Please use one of the above web browsers to enter Your JAFRA Online Business Center.

In order to get the full experience, a flash player is also recommended. Install a FREE flash viewer in your computer, click on the following link (URL) or paste it in your browser:

<http://get.adobe.com/flashplayer/>

What is my password?

Your password is the last 4-digits of your Social Security Number.

How to Determine if You Are on a Secure Web Page

Visitors can be certain that transactions are secured by looking for the following cues:

The URL in the browser window displays “https” at the beginning, instead of “http” and you may also see a closed lock icon.

When you select Make a Payment in jafrabiz.com, you will notice that in your address bar the URL or address has changed from http to https. When making a payment while placing your order under Option A, you may also scroll to the bottom of the payment page and click on the “VeriSign Secured” logo for confirmation.

Why Aren't All of JAFRA's Web Pages Secure?

While providing a completely secure environment, SSL imposes some performance overhead. To provide the most secure and efficient service, we utilize SSL technology only on those pages where personal information is exchanged. Therefore, the site remains not only secure, but extremely efficient. However, the SSL technology does not protect your e-mail address.

How do I download files?

For a PDF file, first make sure you have Adobe Acrobat Reader 6.0 or higher installed on your computer or your PDF file will not open.

If you do not have Adobe Acrobat Reader installed on your computer, click on the following URL for a FREE download (or paste the URL text in your browser):

<http://www.adobe.com/products/acrobat/readstep2.html>

For a PowerPoint file, make sure you have the FREE PowerPoint Viewer installed on your computer or you will be unable to view the file. Click on the following URL for a FREE download of PowerPoint Viewer (or paste the URL text in your browser):

<http://www.microsoft.com/downloads/details.aspx?FamilyID=048dc840-14e1-467d-8dca-19d2a8fd7485&DisplayLang=en>

When opening a file, be sure you are giving it time to download and open. Be aware that large files such as the Cycle Brochure will take a few moments to open, during that time the screen may appear blank. For faster viewing, right click on the PDF link and download and save to your desktop. Do this by right clicking on the PDF name, go to "Save target as" a box will open asking where you want to "Save as." Here you have the opportunity to save it to a specific folder or on your desktop.