



Q&A: USPS Dangerous Goods shipping to APO, FPO, DPO

The United States Postal Service (USPS) recently updated their policy about shipping items considered Dangerous Goods (DGs) to APO, FPO, and DPO addresses. DGs are products that require special packaging because they have a higher-than-average flashpoint. The policy now prohibits the shipment of DGs to these addresses, and we want to make you aware of what products are in this category.

[Click here](#) for a list of all Young Living products that are currently on the DG list.

We know that this probably raises a lot of questions for you, so to ensure that you are still able to enjoy the Young Living products you love, here are some answers!

Q. What is a Dangerous Good (DG)?

A. A DG is an item that requires special packaging because it has a higher flashpoint.

Q. What if I recently placed an order to ship to APO/FPO/DPO with a DG?

A. Parcels that were en route with this designation have been returned to Young Living and reprocessed without the DG items. Orders that were in process in our warehouse were shipped without the DG item. All DG items removed from an order have been reimbursed to the member.

Q. What if I add a DG item to my order in the future?

A. Orders that are shipping to APO/FPO/DPO addresses will not be allowed to contain DGs. In the future, we will disable these items from being added to orders shipping to these addresses. For now, however, we will remove DG products from these orders and issue a refund to the member.

Q. Will ordering a DG that is removed from my shipment affect my PV?

A. It is possible that having a DG removed from your order will affect meeting your PV goal. To ensure that you meet your PV goal, we suggest reviewing the Dangerous Goods list in Virtual Office under Product Education and making sure that none of the products in your order are on the DG list.

Q. How many Young Living products are classified as DGs?

A. Most Young Living products are not classified as DGs, so there are still hundreds of products you can order! For a full list of Young Living products classified as DGs, visit <http://static.youngliving.com/en-US/PDFS/Dangerous%20Goods%20List.pdf>.

Q. What about the Military Starter Kit?

A. We redesigned our Military Starter Kit to include some of our favorite essential oils and oil blends: Lavender, Peppermint, Lemon, Thieves, AromaEase, PanAway, R.C., Purification, and DiGize—none of which are classified as DGs!

Q. Are other companies following the same standards?



A. Young Living strives to operate ethically, responsibly, and comply with the law to the best of our knowledge and ability. We cannot speak to what other companies are doing in response to this new policy, but Young Living is complying with this legal requirement to ensure that we protect our members, employees, and company. Other companies may be unintentionally shipping DGs to these areas.

Q. Will Young Living be making changes to help members with APO/FPO/DPO shipping addresses receive more Young Living products?

A. We are currently exploring options to help our members in these shipping areas receive the products they love. It will take some time for us to find solutions, but we are working hard to bring Young Living essential oils to your home and every home in the world!

Q. While my address is not specifically an APO address, it does go to a military base post office. Does this apply only for packages that are then being shipped overseas?

A. This applies to all military bases, regardless of location (domestic or overseas). Military bases only accept shipments from the USPS. For domestic shipments of DG items or countries that allow DG shipments, we suggest shipping off base if possible. We are looking into alternative solutions for members to receive their shipments and will provide updates as they become available.

Q. If I have more questions about this policy, whom can I contact?

A. Please contact our Member Services department at 1.800.371.3515 if you have additional questions.

