

# LOYALTY REWARDS

## APPLICATION FORM



YOUNG LIVING EUROPE B.V. | PEIZERWEG 97 | 9727AJ GRONINGEN | NETHERLANDS  
Tel: 0800 9179438 | Fax: 0044 (0)20 38 573431 | KVK-nummer 73123404 | NL859364409B01

### Application Information

NAME – LAST, FIRST (REQUIRED)		
YOUNG LIVING ID NUMBER (REQUIRED)		
TEL. NUMBER (REQUIRED TO ANNOUNCE DELIVERIES)	WORK PHONE NO.	FAX NO.
STREET (REQUIRED)	CITY (REQUIRED)	
COUNTRY (REQUIRED)	ZIP/POSTAL CODE (REQUIRED)	
E-MAIL (REQUIRED)		

### Shipping Information

Same as above

or if different:

STREET	CITY/STATE/PROVINCE	ZIP/POSTAL CODE	COUNTRY (REQUIRED)
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### Loyalty Rewards Agreement

This Loyalty Rewards Agreement is optional and made between the person named above (the “Applicant” or “Participant” or “Brand Partner”) as the enrollee and Young Living Europe B.V. (“Young Living” or the “Company”). The Compensation Plan will hereby be incorporated into the terms of this Loyalty Rewards Agreement. By signing this agreement, you agree to the following:

#### 1. Enrolment

A Brand Partner may enrol in the Loyalty Rewards programme:

- (a) by opting into the programme and agreeing to this agreement online at [www.youngliving.com](http://www.youngliving.com) or,
- (b) by contacting European Member Services (using the contact information listed below), providing your application information, and sending a signed version of this agreement to Member Services within 30 days of your Loyalty Rewards enrolment. If you enrol over the phone, your failure to mail in a signed copy of this agreement will result in the cancellation of your Loyalty Rewards membership and this agreement.

Member Services address: Young Living B.V., Peizerweg 97, 9727AJ Groningen, Netherlands, UK: 0044 (0) 20 3935 9000. Other toll free numbers can be found here [www.youngliving.com/en\\_GB/company/contactus](http://www.youngliving.com/en_GB/company/contactus)

#### 2. Monthly Ordering

The Participant agrees to place a minimum order of 50 PV (Personal Volume) in Young Living products to be sent to the Participant. Each order must designate delivery either to the Participant or to a Young Living Will Call location for pickup. The selected products will continue to be sent to the address listed every month as indicated, unless changes to the product selection are made via the Young Living Virtual Office at [www.youngliving.com](http://www.youngliving.com) or by calling or emailing European Member Services.

For any orders with an invalid or incorrect payment type, or anything else that may prevent Young Living from placing the order, Young Living will attempt to contact you by phone or email to correct the order. Young Living will make attempts to correct the order within 15 days, not to exceed the 4th day of the following month. If these attempts are unsuccessful, the order will be cancelled.

Participants may change their Loyalty Rewards order, payment method, and delivery address by either:

- (a) making amendments in the Participant’s VO (Virtual Office) at least 5 working days prior to the next scheduled processing date or,
- (b) by submitting written notice of changes (via email) to Young Living at least 5 working days prior to the next scheduled processing date.

Amendments submitted less than 5 working days prior to the next scheduled processing date via email will take effect for the Loyalty Rewards order in the following month. If the normal dispatch day falls on a weekend, bank holiday or other day on which Young Living is closed, the order will be dispatched on the first working day after.

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### 3. Reduced Shipping

Loyalty Rewards Participants receive reduced shipping rates. Current Loyalty Rewards order shipping prices are maintained in the Virtual Office. Shipping rates and discounts are subject to change without notice.

### 4. Loyalty Rewards Points

Each month, in which the Participant purchases at least 50 PV of product via the Loyalty Rewards programme, the Participant will receive Loyalty Rewards points (herein "Points"). Points are awarded based on the amount of PV of the Participants Loyalty Rewards order and the number of months that they have consecutively participated in the Loyalty Rewards programme, based on the following schedule:

- (a) the first 3 consecutive months of participation: 10% of Loyalty Rewards order's PV
- (b) between the 4th and 24th consecutive months of participation: 20% of Loyalty Rewards order's PV
- (c) after 24 consecutive months: 25% of Loyalty Rewards order's PV

Young Living, in its sole discretion, reserves the right to modify the points calculation scheduler without notice and for any reason. A current version of the point calculation schedule is posted on the Young Living Virtual Office.

### 5. Redeeming Points

Points are redeemable after two consecutive months of participation and are valid towards full PV products only. Points are generally equal to one wholesale dollar and may not be used towards shipping and taxes. While there is no limit to the number of points that can be accumulated, a maximum of 375 points may be redeemed per month. Products purchased with Loyalty Rewards points are not eligible for Personal or Organisational Volume. Points may be redeemed via the Participants VO, or by contacting European Member Services.

### 6. Earning Loyalty Gifts

By automatically placing consecutive Loyalty Rewards orders, Participants can earn exclusive gifts. Participants qualify for these gifts when placing consecutive Loyalty Rewards orders for 3, 6, 9, 12 months and then annually for every 12 consecutive months after the initial 12 months. Young Living reserves the right to modify the gifts, anniversary dates, and/or the giving of loyalty gifts at its sole discretion and without any prior notice. Loyalty gifts will be sent in the month following the qualifying month.

### 7. Automatic Payment

By signing the Application in this Agreement, the Participant authorises Young Living to automatically charge the Participant's credit/debit card or any other payment method provided for each Loyalty Rewards order plus shipping, handling and VAT. Credit/debit cards or any other payment methods may be charged up to seven days prior to the processing date. Young Living may terminate this Agreement without notice if the credit/debit card(s) or any other payment provided to which a Participant has authorised charges becomes expired or cancelled, or if charges are declined by the bank issuing the card for any reason. If YL, for three consecutive months, receives no payment, we will automatically assume that the Loyalty Rewards order is no longer wanted, and YL will, in the fourth month, terminate the Loyalty Rewards Agreement with the Brand Partner. Any remaining Loyalty Rewards points will be lost.

### 8. Payment Method

The Participant agrees to provide and maintain a valid method of payment on their Young Living account. Valid payment methods include a Debit/Credit card (Visa or Mastercard, along with the card's expiration date) or via Bank Transfer or PayPal. Brand Partners in Germany or Austria may also use Direct Debit/SEPA after submitting the SEPA mandate. Credits on the YL account can only be used by contacting Member Services via phone or email.

### 9. Product Availability

Orders are subject to availability. Specific products chosen to be purchased through the Loyalty Rewards programme may become unavailable. In such situations, Young Living will attempt to notify you of the change and will continue to send the remaining items. It is your responsibility to verify that the products in your order are available when shipped. You are responsible for maintaining your qualifying PV. Your order will be delivered to you within approximately 10 working days of placement (depending on country of delivery) and receipt of payment, unless you are advised that there may be a delay.

Alternatively, Participants may choose to use the "PV Assistant" programme in their VO to automatically add their chosen products in case the order falls under a set limit. This limit is set by the Participant. This "PV Assistant" service is optional. To take full advantage of this programme, it is advisable to amend Loyalty Rewards orders at least 5 working days prior to the next scheduled processing date.

### 10. Pricing

Young Living reserves the right to change the prices of any products in its product line, and to discontinue any products in its product line, including those products selected as part of a Loyalty Rewards order. Announcements of price changes will be issued at least 30 days before going into effect. Young Living will continue to ship selected products following a price change unless the Participant changes their order at least 5 working days before the next scheduled shipment date. Young Living further reserves the right to change shipping charges upon 30 days advance notice. Young Living will not issue advance notice of discontinued products. VAT rates are subject to change without notice.

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## 11. Order Cancellation and Returns

Products purchased with Loyalty Rewards points are not covered by the YL buy-back/returns guarantee set up in the Terms & Conditions and will not be refunded in any way. Young Living B.V., Peizerweg 97, 9727AJ Groningen, Netherlands, guarantees the quality of every item and will exchange, refund or replace any goods showing a manufacturing defect which is returned (within 30 days of receipt of the goods by the Brand Partner) to Young Living. The guarantee set out above and your rights of withdrawal set out overleaf are without prejudice to your statutory rights. Cancellation or return of any Loyalty Rewards order (unless it is replaced with another Loyalty Rewards order in the same month) will reset the points percentage earned through length of participation in the programme to the initial 10%. Any Loyalty Rewards points earned through this order will be forfeited. The counter for the free gifts (3, 6, 9, 12, etc. months) will restart, but free gifts already received for a month will not be gifted again.

Without prejudice to your statutory rights, a rejected or returned order/products because of your failure to update your Loyalty Rewards order will incur a restocking fee of 10% of the purchase price and applicable Value Added Tax (less shipping charges).

## 12. Cancellation of Agreement

A Participant may cancel their participation in the programme at any time by contacting European Member Services at the contact information listed above. Cancellation will be effective in the calendar month in which it is received by Young Living, as long as the cancellation is received 5 days before the processing date. If the Participant does not notify European Member Services, the Participants Loyalty Rewards order will continue to be shipped and the payment method will be charged. Participation in the Loyalty Rewards programme will be involuntarily cancelled without notice if (a) the credit/debit card to which product purchases have been charged expires, is declined, is cancelled, or is otherwise terminated; or (b) payment via Bank Transfer is called back (reverse charged), or (c) any other accepted payment method gets cancelled or is unsuccessful. Cancellation for any reason forfeits all unused Loyalty Rewards points and resets your monthly participation in the programme to zero. Young Living may discontinue the programme without advance notice. This Agreement does not supersede or modify the terms and conditions of their Young Living Brand Partner Agreement.

## 13. Data Protection

The information provided will be processed independently by Young Living and the Young Living Brand Partner genealogy (together, "we" or "us") to process the Participants orders and for general administration, marketing, statistical and management purposes. To do this, we will pass the Participants details to agents and third parties who perform functions on our behalf, some of whom will be located outside the UK, in particular in the United States of America. The Participant is aware that the Company will transfer the data outside the EEA (to the United States of America) and understands that countries outside the EEA may not offer the same level of protection for such data as the UK. The Participant can request details of these agents and third parties by contacting us at the address overleaf. The Participant agrees that the Company may provide the Participants details to an alternative Brand Partner should the current Upline Brand Partner (Sponsor) cease to be a Young Living Brand Partner. The Participant can obtain from us a copy of the information which we hold about the Participant which is subject to the Data Protection Act 1998 (for which we may make a small charge) and contact us at the address overleaf to correct any inaccuracies in the information. The Upline Brand Partner (Sponsor) may contact the Participant with details of the services, opportunities, and products we provide, invite the Participant to functions or contact the Participant to obtain feedback on our services and products. Settings in the VO can be used to prevent any contact from the Upline Sponsor.

I confirm that I have read, understood and accept the terms and conditions of the Loyalty Rewards Agreement as set out overleaf.

I understand and agree that by entering this agreement and enrolling in the Loyalty Rewards programme, I will receive and be charged for an automated, monthly product order (which I can customise) during each month of my Loyalty Rewards programme membership.

\_\_\_\_\_  
PARTICIPANT'S SIGNATURE

\_\_\_\_\_  
DATE

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**Model Withdrawal Form** (complete and return the form on this page only if you wish to withdraw from the contract)

– To Young Living Europe B.V. „YL RETURN“, Albert Harkemaweg 66, 9831 TA Aduard, The Netherlands  
[customercare@youngliving.com](mailto:customercare@youngliving.com), Fax: +44 (0) 2038573431

– I/We (\*) hereby give notice that I/We (\*) withdraw from my/our (\*) contract of sale of the following goods (\*)/for the provision of the following service (\*),

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

– Ordered on (\*)/received on (\*), \_\_\_\_\_

– Order Nr. \_\_\_\_\_

– Your Name \_\_\_\_\_

– Your Address / Email Address \_\_\_\_\_

– Signature of consumer(s) (only if this form is notified on paper),

– Date

*\*Delete non-applicable items*