

## Essential Rewards Application Form – page 1

YOUNG LIVING (EUROPE) LIMITED | BUILDING 11 | CHISWICK PARK | 566 CHISWICK HIGH ROAD | LONDON W4 5YS | UNITED KINGDOM | Tel: 01480 710032 Fax: 02038 573431 | Company Registration Number 5299340 | VAT Reg No GB 842 0048 62  
Toll free from a landline within UK: 0800 9179438

### Application Information

NAME (LAST, FIRST-REQUIRED)

CO-APPLICANT OR BUSINESS NAME (OPTIONAL)

HOME PHONE NO. **AND/OR** MOBILE (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)

### Account Access Information

YOUNG LIVING ID (if you do not own a YL ID please created a YL account first or contact your Enroller)

PIN (4 DIGITS)

**Enroller** (person responsible for introducing and enrolling you in YL)

**Sponsor** (direct upline and may also be the same as your enroller)

NAME (LAST, FIRST - REQUIRED)

NAME (LAST, FIRST - REQUIRED)

DISTRIBUTOR NO. (REQUIRED)

DISTRIBUTOR NO. (REQUIRED)

### RIGHT TO WITHDRAW

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.

To exercise the right of withdrawal, you must inform us (Young Living (Europe) Limited, Building 11, Chiswick Park, 566 Chiswick High Road, London W4 5YS, kundenservice@youngliving.com, Fax: +44 (0) 2038573431 of your decision to withdraw from this contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model withdrawal form, but it is not obligatory. To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

#### Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us Young Living (Europe) Limited „MyYL Retoure“, Building 11, Chiswick Park, 566 Chiswick High Road, London W4, without undue delay and in any event not later than 14 days from the day on which you communicate your withdrawal from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.



Young Living (Europe) Limited is a member of the Direct Selling Association (the "DSA") and requires its Distributors to comply with the DSA Codes of Practice.

### Shipping Method

AUSTRIA, BELGIUM, BULGARIA, CROATIA, CYPRUS, CZECH REPUBLIC, DENMARK, ESTONIA, FINLAND, FRANCE, GERMANY, GREECE, HUNGARY, IRELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MALTA, NETHERLANDS, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, SWEDEN, SWITZERLAND, UNITED KINGDOM

- ESSENTIAL REWARDS (ER) ORDER UP TO 1KG 4.99 € | SEK 40 | £3.50  
OVER 1KG 9.99 € | SEK 85 | £5.50
- REWARD POINTS ORDER\* (spending ER loyalty points) UP TO 25KG 4.99 € | SEK 25 | £3.99

ANDORRA, AZORES, BELARUS, BOSNIA & HERZEGOVINA, CANARY ISLANDS, FAROE ISLANDS, GIBRALTAR, ICELAND\*\*, LIECHTENSTEIN, MACEDONIA, MONACO, MONTENEGRO, NORWAY\*\*, RUSSIAN FEDERATION, SAN MARINO, SERBIA, UKRAINE, VATICAN CITY

- ESSENTIAL REWARDS (ER) ORDER UP TO 1KG 7.99 €  
OVER 1KG 13.99 €
- REWARD POINTS ORDER\* (spending ER loyalty points) UP TO 25KG 4.99 €

\* Essential Rewards points orders

\*\* Plus €35 handling fee | Maximum weight 25kg per parcel | All prices subject to change

**All delivery prices excl. VAT**



## *Essential Rewards Agreement*

The Essential Rewards Agreement is made between the person named above (the "Distributor" or "Participant") as the enrollee and Young Living Europe Limited ("Young Living" or the "Company"). The Compensation Plan will hereby be incorporated into the terms of this Essential Rewards Agreement.

### 1. *Enrolment*

A Distributor may enrol in the Essential Rewards programme

- (a) by opting into the programme and agreeing to this agreement online at YoungLiving.com or,
- (b) by contacting the 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 Essential 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 Essential Rewards membership and this agreement.

Member Services address:

Young Living (Europe) Ltd., Building 11, Chiswick Park, 556 Chiswick High Road, London W4 5YS England, phone: +44-0-1480-710032, Toll free from a landline within UK: 0800 9179438

### 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 via the Young Living Virtual Office at [www.youngliving.com](http://www.youngliving.com) or by calling or e-mailing European Member Services are made.

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

- (a) making amendments in the Participant's NVO (New Virtual Office) at least 5 working days prior to the next scheduled processing date, or
- (b) by submitting written notice of changes (e-mail) 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 e-mail will take effect for Essential 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.

### 3. *Reduced Shipping*

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

### 4. *Essential Rewards Points*

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

- a. the first 3 consecutive months of participation: 10% of Essential Rewards order's PV
- b. Between the 4th and 24th consecutive months of participation: 20% of Essential Rewards order's PV
- c. After 24 consecutive months: 25% of Essential 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 toward full PV products only. Points are generally equal to one wholesale dollar and may not be used toward shipping and taxes. While there is no limit to the number of points that can accumulated, a maximum of 375 points may be redeemed per month. Products purchased with Essential Rewards points are not eligible for Personal or Organisational Volume. Points may be redeemed via the Participants NVO, or by contacting European Member Services.

### 6. *Earning Loyalty Gifts*

By automatically placing consecutive Essential Reward orders, Participants can earn exclusive gifts. Participants qualify for these gifts when placing consecutive Essential Rewards orders for 3, 6, 9, 12 and 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 on the front of this Agreement, the Participant authorises Young Living to automatically charge the Participant's credit/debit card or any other payment method provided for each ER 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, canceled, or charges 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 ER order is no longer wanted, and YL will, in the fourth month, terminate the ER Agreement with the Distributor. Any remaining ER credits will be lost.

### 8. *Payment Method*

The Participant agrees to provide and maintain a valid method of payment on the member account. Valid payment methods include a Debit/Credit card (Visa or Master Card, along with the card's expiration date) or via Bank Transfer or PayPal. Distributors 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 e-mail.

### 9. *Product Availability*

Orders are subject to availability. Specific products chosen to purchase through the Essential 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" program in their NVO, to automatically add their products of choice, 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 program, it is advisable to amend Essential 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 line, including those products selected as part of an ER 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 change his/her 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.

### 11. *Order Cancellation and Returns*

Products purchased with Essential 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 (Europe) Ltd., Building 11, Chiswick Park, 556 Chiswick High Road, London W4 5YS England, 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 Distributor) 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 Essential Rewards order (unless it is replaced with another ER Rewards order in the same month) will reset the points percentage earned through length of participation in the programme to the initial 10%. Any Essential Rewards points earned through this order will be forfeit. 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.

### 12. *Cancellation of Agreement*

A Participant may cancel his/her participation in the Programme at any time by contacting the 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 Essential Rewards order will continue to be shipped and the payment method charged. Participation in the Essential 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 Essential 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 Distributor Agreement.

### 13. *Data Protection*

Data Protection: The information provided will be processed independently by Young Living and the Young Living Distributor 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 Distributor should the current Upline Distributor (Sponsor) cease to be a Young Living Distributor. 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 Distributor (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 NVO 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 Essential Rewards Agreement as set out overleaf.

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

Participant's Signature

Date:

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**MODEL WITHDRAWAL FORM** (complete and return this form on page 4/4 only if you wish to withdraw from the contract)

— To Young Living (Europe) Limited „YL RETURN“, Building 11, Chiswick Park, 566 Chiswick High Road, London W4 5YS 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