

20th Anniversary

— CELEBRATION 2019 —

IT'S TIME TO SHINE

FREQUENTLY ASKED QUESTIONS

1. How does the ordering process work? What options are available?

A. Product Pickup: New product orders can be picked up at the event. When you place your order, you will be prompted to enter an email address and you will receive an email when your order is ready. If you do not have access to email, please pick up your order 2 hours or later after placing the order.

B. Shipping & Delivery: You may choose to ship your product home to an Australian or New Zealand address and eliminate that extra bulk in your suitcase or the headache of additional luggage. **Existing products from our Product Guide must be shipped as we do not have stock of these products at the event.** Orders over 100 PV (after discount) will receive **free shipping (exclusions apply).**

IMPORTANT NOTE: Orders placed at the event will not have the option for pick up from the Sydney or Perth Experience Centres.

2. How do email notifications work?

First, you should receive a email stating that you are set up for the email notification for Young Living's 20th Anniversary Celebration. Second, you will receive an email when your order is ready for pickup. You may continue to receive reminder emails that your order is ready for pickup if you have not picked up your order.

3. What are the hours for product pickup?

The Product Pickup hours are as follows: **Saturday 23 February:** 3:30 PM - 9:00 PM **Sunday 24 February:** 7:30 AM - 6:00 PM

4. When is the best time to pick up my order?

Product Pickup is busiest during breaks and at the end of the day. To prevent having to wait in a long line, we recommend picking up your order as soon as possible after receiving the email notification.

5. Will I get a receipt for my purchase?

When picking up your order, you will be given an itemised receipt. You may also write down the order confirmation number for your records, which will be displayed at the end of your ordering process. If you have an email address on file with Young Living, you will receive an email receipt. The tax invoice for your order will also be available on your Virtual Office in your 'Order History'.

6. What payment options do I have?

- You may use a card or Paypal that is saved on file by providing the relevant PIN.
- You may use any credit or debit card (Visa or MasterCard only).
- You may use account credit as payment.

7. What payment methods are NOT accepted?

- We are unable to accept direct debit payments.
- We are unable to accept cash as payment.
- We are unable to accept Essential Rewards Points as payment.

8. Can I ship my order to an address outside of Australia or New Zealand?

Our ship home option is available to Australia and New Zealand residents only. Orders placed by international attendees (other than NZ) will have to pick up product at the event.

9. Can I process monthly Essential Rewards order?

We are unable to fulfill Essential Rewards orders at the event. To update, change, or create your Essential Rewards order, please log into the Virtual Office or contact Member Services either before or after the event on 1300 29 9536 (Australia) or 0800 69 9536 (New Zealand). Since the new products and specials are only available to purchase at the event by attendees as Standard Orders, you cannot add these products to your ER order until they are released for sale to everyone later in March.

10. If I am not a member, how can I place an order?

If you are not currently a member of Young Living Essential Oils, please visit the Help Desk together with your enroller and we will be happy to sign you up as a member of Young Living.

11. How can I upgrade my account to become a wholesale distributor?

If you are currently a retail customer, please visit the Help Desk for assistance with your upgrade.

12. Will my event product orders count towards my Personal Volume (PV) for February?

Yes. Products purchased at the event will count toward your qualifying order for the month as long as the product has a PV value.

13. Can I redeem my Essential Reward Points at the event?

In order to ensure a successful event experience for all attendees, we are unable to offer Essential Rewards point redemption for members purchasing items at the 20th Anniversary Celebration. This decision was based on two primary factors:

A. Personal Security: Our online ordering process via kiosks in the Product Expo will allow members to quickly and easily place and then track their event orders. However, open kiosk access for all attendees requires increased security. In order to protect our members, personal information such as Essential Rewards points will not be accessible at the event.

B. Ease of Order Process: Essential Rewards points are redeemable on most, but not all, of Young Living's products. This discrepancy often requires live operators to process two separate orders for many attendees, thus doubling the wait time. Rather than require our distributors to wait in excessive lines for order processing, our goal is to simplify their purchase experience and allow them ample time to order new products and take advantage of all the educational opportunities the event provides.

14. Will I be able to collect my PV Promotion items at the event?

The February PV Promotion for Standard Orders is as follows:

- Order 190 PV or greater and receive a free Australian Blue 5 ml
- Order 250 PV or greater and receive a free Manuka 5 ml
- Order 320 PV or greater and receive a free Australia Kuranya 5 ml and Kunzea 5 ml
- Order 350 PV or greater and receive a free 20th Anniversary Jug

Please note: You will be UNABLE to collect the free 20th Anniversary Jug at the event. All qualifying Standard Orders of 350 PV or more will receive this item in their next shipment.

Event orders are Standard Orders ONLY as we are unable to process Essential Rewards orders at the event. You will NOT be eligible to receive the February PV ER free promos for orders placed at this event.

If you have already received a free item from a qualifying order placed before the event, you will not receive a second free item for event orders from that same tier. For example: If you already processed a 190 PV order before the event and received a free Australian Blue 5 ml, when you place a Standard Order at the event of 190 PV, you will not receive an additional free Australian Blue 5 ml.

15. How can I check if my order is ready?

At the end of the ordering process, you will be given an estimated pickup time. You may also check your order status at any time by logging into a kiosk and clicking on "Check Order Status." If you signed up for our email feature at the time of ordering then you will receive a notification as soon as it is ready for pickup.

16. Where can I pick up my Event order?

The Product Pickup area is located in the Dolphin Room inside Sea World Resort (past Reception, to the left).

17. What is the latest that I can place an order and pickup at Product Pickup?

All online/kiosk orders for pickup must be placed by 5 PM on Sunday 24 February in order to collect your order at the event by 6 PM. Ship to home orders can be placed up to 6 PM.

18. What if I do not pick up my order in the Product Pickup Area?

All unclaimed orders not picked up before 6 PM Sunday 24 February will be shipped to your address on file for those living in Australia and New Zealand. You will be charged a standard shipping fee based on weight and location. All international orders (outside of Australia and New Zealand) will be cancelled and assessed with a restocking fee of 25%.

19. How can I make a donation to the Young Living Foundation?

You will be given the opportunity to donate during the order process.