

# Essential Rewards FAQs

## GENERAL QUESTIONS

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### 1. What is Essential Rewards?

You may sign up in one of two easy ways:

1. Online through [Virtual Office](#) > 'Monthly ER Order'
2. By sending in your completed Essential Rewards order form to Member Services via email at [custserv@youngliving.com.au](mailto:custserv@youngliving.com.au)

### 2. What are the benefits to joining the Essential Rewards program?

The benefits of the Essential Rewards program include discounted shipping, monthly PV promotions, Loyalty gifts and Reward Points.

Essential Rewards makes ordering Young Living products easy! Have the products you use and need shipped straight to your door every month without ever running out. Young Living members on Essential Rewards can qualify for special bonuses - such as reduced postage and rewards points - which can be redeemed for free Young Living products.

For those members taking advantage of Young Living's generous compensation plan, a minimum 100 PV Essential Rewards order ensures you qualify at the minimum rank - no forgetting to place a qualifying order!

You can order anything you like on Essential Rewards! We recommend ordering items you use on an everyday basis, such as our powerful superfruit drink NingXia Red and Thieves Spray. Young Living has a fantastic range of everyday household goods, such as toothpaste, mouthwash, skin-care products, shampoos and conditioners, meal replacements, health supplements and other items you would normally buy at your local supermarket. You can also pick and choose from our range of therapeutic-grade essential oils to complete your collection.

### 3. How much do I need to spend each month?

Essential Rewards orders require a minimum monthly spend of 50 PV. Each product in our price list has an assigned PV (Personal Volume) value. You can order anything you like as long as the total PV is at least 50. And as an added bonus, every month you will earn rewards points which you can redeem for free Young Living products!

If you want to qualify for the loyalty gifts, you will need to spend 100 PV per month.

### 4. Do I receive the same products each month?

If you make no changes to your Essential Rewards template, you will receive the same product order as the month prior. We recommend ordering items you use on an everyday basis to avoid having to make changes to your Essential Rewards. The easiest way to change your Essential Rewards is to login to your Virtual Office and click the link on the left-hand panel that says 'Monthly ER Order' > 'Change Order'. Remember to save before exiting the Virtual Office.

You can also make changes to your Essential Rewards online or by phoning, Live Chat or emailing Member Services at least four days before your order is due to be processed. For example, if you wish to change your order and it is due for processing on April 1, you will need to notify Member Services no later than March 27, otherwise your order will remain the same as the month prior.



**5. Can I opt out of the Essential Rewards program via the Virtual Office?**

Yes, you can opt out by logging into your Virtual Office, click on 'Monthly ER Order'>'Processing Date'>'Cancel ER Subscription'. You can also contact Member Services at least 4 days before your order processes and request to opt out. IMPORTANT NOTE: Removing items from your Essential Rewards template and not replacing them, does not cancel that order. The order will still process and contain the previously saved items.

**6. What if I cancel my Essential Rewards order after the 3<sup>rd</sup> month? Will I still get my 3<sup>rd</sup> month gift?**

No, your 3<sup>rd</sup> month gift will be sent out in your 4<sup>th</sup> consecutive Essential Rewards order of 100 PV or more. If you cancel after your 3<sup>rd</sup> month you will not receive your gift.

**7. How do I use my account credits towards my Essential Rewards order?**

You may use your credits towards your Essential Rewards by contacting Member Services before your order processes for the month. Your Essential Rewards order will be processed, and your credits applied by the Member Services Representative. If there is a remaining balance on the order, your primary payment method on file will be charged. You may contact Member Services via live chat, email [custserv@youngliving.com.au](mailto:custserv@youngliving.com.au) or phone 1300 28 9536 (1300 AU YLEO).

**8. Can I change my Essential Rewards processing date?**

Yes, you can update your Essential Rewards processing date through your Virtual Office under 'Monthly ER Order'. You may select any available date under 'Change Processing Day'. Alternatively, you may process your Essential Rewards order by selecting 'Process Today'.

**9. Do I need to place an Essential Rewards order every month?**

Yes, the Essential Rewards must be processed each month to maintain incentives. Brand Partners may have one skip month every 12 months. During this month you will not be eligible to receive Rewards Points or any other associated benefits. Skip months can be applied by contacting Member Services via live chat, email [custserv@youngliving.com.au](mailto:custserv@youngliving.com.au) or phone 1300 28 9536 (1300 AU YLEO).

**10. I received a payment failure notification for my Essential Rewards order, will this affect my benefits?**

If you have received a payment failure email or text, please contact Member Services at your earliest convenience to rectify. Your Essential Rewards benefits may be impacted, and the order cancelled if it remains unpaid. You may contact Member Services via live chat, email [custserv@youngliving.com.au](mailto:custserv@youngliving.com.au) or phone 1300 28 9536 (1300 AU YLEO).

**11. Do I need to be on the Essential Rewards program to receive commissions?**

You may receive commissions without being on the Essential Rewards program. However, there are Essential Rewards specific commissions. For this reason, we highly recommend utilising the Essential Rewards program. For more information on the compensation plan please review the Compensation Plan Brochure.

**12. A product in my Essential Rewards order has become unavailable and now my order is below my minimum PV requirement, how can I avoid this?**

While the products in your Essential Rewards template are saved, the stock will not be allocated to your order until the order has been processed. As such, we cannot guarantee that the product you have selected will be available for your order. For this reason, we highly recommend utilising the PV Assistant tool in your Virtual Office. This will ensure that your Essential Rewards PV will not fall below your quota. Check out this easy step by step guide on How to Set Up PV Assistant.



# EARNING GIFTS

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## 1. How do I earn Loyalty gifts on the Essential Reward program?

When you automatically place consecutive Essential Rewards (ER) orders of 100 PV or more, you can earn exclusive gifts. You'll qualify for these gifts when you place consecutive Essential Rewards orders for 3, 6, 9 and 12 months. After 12 months, you'll receive gifts after every 12 months of consecutive orders of 100 PV or more.

Please note: The 100 PV requirement for qualifying for the loyalty gifts must be on one Essential Rewards order per month. No exceptions will be made to combine the PV of other orders placed in the same month to make up the total of 100 PV. Qualifying orders must be Essential Rewards orders only. Standard Orders are not eligible for loyalty gifts.

## 2. How will I receive my Loyalty gift?

The gift will automatically be added to your next Essential Rewards order of 100 PV or more. The free gift will be added to the ER order of 100 PV or more that processes following the qualifying consecutive month (3rd, 6th, 9th, 12th). For example, if a member reaches their 3rd month in December, the 3rd month gift would be added to their ER order in January, provided their January order is 100 PV or more.

## 3. If I opt out of the Essential Rewards program after the qualifying month, will I still receive my Loyalty gift?

No, as the Loyalty gift will automatically add to your Essential Rewards order of 100 PV following the qualifying months (3, 6, 9, 12) you will forfeit your Loyalty gift when you opt out of the Essential Rewards program.

## 4. Can Brand Partners receive the Loyalty gift more than once?

No, Brand Partners are eligible to receive each Loyalty gift once. Essential Rewards Brand Partners will be eligible to receive a loyalty gift at any of the benchmarks (3, 6, 9, 12 months) once. The 12-month gift will automatically process annually thereafter.

Should the Essential Rewards program be cancelled, or if 2 or more skip months are taken in a 12 month period, the Loyalty gift qualification count will restart and will automatically bypass any loyalty gifts that have already been received.

## 5. If I earn a gift and then don't process an order, can I re-earn that gift?

No, you may only earn each gift one time. A member is eligible to receive a loyalty gift at any of the benchmarks (3, 6, 9, 12 months) once - with the exception of the annual loyalty gift (starting at 24 months and then every 12 months after that). If a member misses an ER order for two or more months they will start their qualification count from the beginning AND that member cannot re-qualify for a loyalty gift that they have already received. If you cancel your Essential Rewards order the month after you've earned a gift, the gift will come with your next processed Essential Rewards order of 100 PV or more should you choose to reactivate in the program.

Example: If a member received the 3 month loyalty gift in their 4th month ER order and then misses their 5th & 6th ER order they would then need to start over with their 6 month loyalty gift qualification. When the member reaches the 3 month mark for the second time they would not receive an additional 3 month loyalty gift; the next loyalty gift they are eligible to receive is at the 6 month loyalty gift, after 6 consecutive months of 100 PV.

## 6. If an existing Brand Partner is on Essential Rewards with 50 PV, can they qualify for the Loyalty gift incentive in future if they process Essential Rewards orders over 100 PV?

You will be eligible to qualify for this incentive when you start placing 100 PV Essential Rewards orders at any time to begin participation. As this is an ongoing incentive, members can join at any time, and when they reach the benchmarks for consecutive Essential Rewards orders of 100 PV or more, the loyalty gifts will be added to their order.



7. **Can reactivating Brand Partners participate in this incentive? What about Retail to Wholesale Brand Partners?**

Yes to both, provided you join the Essential Rewards Program and start placing consecutive orders of 100 PV.

8. **What about overseas Brand Partners who move to Australia or New Zealand?**

If the member is already on Essential Rewards overseas and then joins Essential Rewards in Australia or New Zealand at 100 PV, without skipping a month, they will continue to earn the gifts.

9. **How do I use my skip month on Essential Rewards?**

Brand Partners may call or email Member Services to request one skip month every rolling 12 months. Please contact Member Services to inquire about the Terms & Conditions regarding skip months. Two or more skip months in a 12 month period will reduce your points earning percentage to 10% and will also affect your Loyalty Gift eligibility.

## EARNING POINTS

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1. **How many Rewards Points do I earn from each Essential Rewards order?**

The Rewards Points earnings are based on the percentage of PV on the Essential Rewards order. The percentage depends on how many months the Essential Rewards has processed consecutively.

1–3 months: 10% of PV on each Essential Rewards order

4–24 months: 20% of PV on each Essential Rewards order

25+ months: 25% of PV on each Essential Rewards order

Example: If an Essential Rewards order is 100 PV and the earning percentage is 20%, you will receive 20 Rewards Points from the order.

2. **How do I know what Rewards Points earning percentage I'm receiving?**

You may find this information on your Virtual Office under Monthly ER Order > Rewards Points.

3. **How many rewards points do I have?**

You can easily check the balance of your rewards points in Virtual Office. When you login, you will see your 'Rewards Points Balance' highlighted in a blue box on the left-hand side of the Welcome page of your Virtual Office. You can also check your balance by contacting Member Services.

## REDEEMING POINTS

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1. **How many Rewards Points can be redeemed each month?**

400 Rewards Points can be redeemed per month, provided that an Essential Rewards order has been processed within the last 30 days. If you wish to redeem more than 400 points, for example on a Collection of products, please contact Member Services for assistance with processing your order.

2. **If I opt out of the Essential Rewards program, what happens to the Rewards Points?**

If you cancel out of the Essential Rewards program, you forfeit all of your unused Essential Rewards points. Your monthly participation in the program, if resumed, starts over at the 10% tier.

IMPORTANT NOTE: If you have 3 consecutive months of no ER orders/cancelled ER orders, you will be automatically opted out of the program and all unused points will be forfeited.



### 3. Can I cancel my Essential Rewards?

Yes, at any time. To voluntarily cancel your Essential Rewards subscription, simply login to your Virtual Office and click 'Monthly ER Order', then click on 'Cancel ER Subscription' or contact Member Services to request cancellation. Upon cancelling your Essential Rewards, you will forfeit your accumulated Essential Rewards points.

### 4. Can I take a month of leave from my Essential Rewards without forfeiting my Essential Rewards points?

Brand Partners may call or email Member Services to request one skip month every rolling 12 months. Please contact Member Services to inquire about the Terms & Conditions regarding skip months. Two or more skip months in a 12 month period will reduce your points earning percentage to 10% and will also affect your Loyalty Gift eligibility.

### 5. What happens if I return an Essential Rewards order?

The Rewards Points earned by the returning order/product will be retracted from your Rewards Points balance. Returns may alter your Rewards Points percentage, monthly PV Promotions and Loyalty gift qualifications.

### 6. How soon may I redeem points that I earn?

You will start earning points the minute your order is shipped. You may redeem your points after you have participated in the program for two consecutive months.

### 7. What value is a Rewards Point equal to?

The Rewards Points value refers to the PV of a product. This means that there is no exact Rewards Points to dollar value conversion. One Rewards Point equals one PV.

Example: If the Rewards Points balance is 50, you may redeem product that is 50 PV or less.

### 8. When redeeming my points, do I go by the dollar amounts or the PV amounts on the price list?

In many cases, the PV amount for the item is the same as the ER points required for redemption, however this is not always the case, particularly for partial PV Products, Collections and Bundles.

Please refer to the Price List for the exact number of Essential Rewards points required for redemption on partial PV Products, Collections and Bundles, noting that this is not always the same as the item's PV.

The ER point redemption amount will also be shown when you check out in the VO.

Items that cannot be redeemed using Essential Rewards points include Starter Bundles, charity oils, items with 0 PV such as accessories and tools, and shipping charges.

*\*Note that this list is subject to change.*

### 9. Can I purchase a product that has a higher PV and I pay the difference?

No, you can only redeem product that is equal to or less than your Rewards Points balance.

### 10. Can any product be redeemed using Rewards Points?

All your favourite products, diffusers and collections are redeemable on ER Points however this excludes Starter Bundles, Charity Oils, Accessories and Tools which have no PV value.

Products that can be redeemed via Rewards Points will display a purple flag next to the PV balance under 'Standard Order' in the Virtual Office. Products without the purple flagged cannot be redeemed via Rewards Points. You will also find products redeemable will be displayed in the Price List and on the Virtual Office at checkout.

### 11. May I use Rewards Points for promotions, such as discounts and BOGO offers?

Reward Points cannot be used for promotional products, offers or discounts.

### 12. Am I able to use my Rewards Points in another market?

This depends on the markets policies regarding Rewards Points orders for international Brand Partners. We recommend contacting the specific market for the most accurate information.



**13. Can international Brand Partners use their Rewards Points in Australia or New Zealand?**

International Brand Partners can redeem up to 125 Rewards Points in Australia if the order is collected in person from the Sydney or Perth Product Pickup Centres. Proof of identity may be requested to collect the Rewards Points order.

International Brand Partners cannot process Rewards Points orders to be shipped in Australia or New Zealand.

**14. Can I earn Rewards Points from processing a Standard order?**

No, Rewards Points are gained through Essential Rewards orders only.

**15. I want to opt out of my Essential Rewards program, can I transfer my Rewards Points balance to another account?**

No, Rewards Points cannot be transferred to another account.

**16. Do Rewards Points expire?**

Yes, Rewards Points expire on a 12-month rolling basis after they are earned. Rewards Points expire on the 15th of the month, regardless of the date received in the previous year. You may find this information under 'Rewards Points' in 'Monthly ER Order'. It is recommended to use your Rewards Points every 6 to 9 months to ensure that your points do not expire.

Example: If the Rewards Points were received on November 10th, these points will expire in the following year on November 15th.

## SHIPPING

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**1. How do I get reduced shipping costs?**

All Essential Rewards orders qualify for reduced shipping costs.

Up to 5 bottles of essential oils only: \$8.00

Orders under \$400: \$10.80

Orders \$400 to \$599.99: \$12.80

Orders \$600 to \$799.99: \$15.80

Orders \$800 and over: \$18.80

For international shipping, please contact Member Services in the US on [custser@youngliving.com](mailto:custser@youngliving.com) or phone 1-800-371-3515

**2. May I select other shipping methods?**

Yes, orders can be collected from the Sydney and Perth Product Pickup & Experience Centres.

**3. May I use my Essential Rewards points to pay for my shipping?**

No, Rewards Points may only be redeemed for product and may not be used to cover shipping costs.

