

# Autoship

## Essential Rewards made easy

### What is autoship?

Autoship is an automatic monthly order processed on the same day of each month. For example, if you place your very first order on January 1, all your future autoship orders will be processed on the first day of each month.

### How does autoship work?

The best way for you to get the most out of your Young Living membership is with our Essential Rewards autoship programme. In today's busy world, we need all the help we can get. That's where Essential Rewards comes in. Young Living sells many products that you can use on a daily basis. These include our nutritious meal replacements and supplements, household cleaning products, and personal care items; in other words, things you would normally purchase from the supermarket. Essential Rewards eliminates the need to buy cheap and nasty supermarket goods as well as eliminating harsh chemicals from your life, all while saving you valuable time and money.

### What are the benefits of autoship?

Autoship 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 autoship can qualify for special bonuses, such as reduced postage price and rewards points, which can be redeemed for free Young Living products. Autoship orders also contain a free training CD or DVD to help you learn more about natural health and wellbeing.

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

### What can I order on autoship?

You can order anything you like on autoship! We recommend ordering items you use on an everyday basis, such as our powerful superfruit drink NingXia Red and Omega Blue fish oil capsules. Young Living has a fantastic range of everyday household goods, such as toothpaste, mouthwash, skincare 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.

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

If you make no changes to your autoship, 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 autoship.

### What if I want to order different products?

You can make changes to your autoship by phoning, faxing, or e-mailing Customer Care 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 Customer Care no later than March 27.

### Can I change my autoship online?

Yes, you can. The easiest way to change your autoship is to log-in to your virtual office and click the link on the left-hand panel that says 'Update my Autoship'. Be sure to do this at least one day before your autoship is due for processing otherwise your order will remain the same as the month prior.

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

Autoship 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 product!

### What are rewards points?

You earn rewards points every time you place an autoship order. One reward point is redeemable for 1 PV of product. For the first six months, when you are enrolled in the Essential Rewards programme and place your monthly autoship order, you earn 10% of the total PV of your monthly autoship. For example, if your monthly order is 100 PV, you will earn 10 rewards points each month for the first six months—a total of 60 points which can be redeemed for 60 PV of product! If you stay enrolled in Essential Rewards for longer than six months, you will then earn 15% of the total PV of your monthly autoship order from the seventh to 12th months of your autoship. Finally, if you stay enrolled for 13 months or longer, you will earn a massive 20% of the total PV of your monthly autoship order from the 13th month onwards. The best part is you can redeem your rewards points on your favourite Young Living products\*!

### How do I redeem my rewards points?

After placing two consecutive autoship orders, effective from your third month, you may choose to redeem your rewards points. For example, if your first order is in January and you place your second order in February, you can redeem your rewards points in March. You are not required to redeem your points after your second order—you may wish to accumulate your points to redeem on Young Living product with a greater PV. Note: a maximum of 350 rewards points may be redeemed per month.

In your third month, you can redeem your rewards points simply by phoning Customer Care and advising the Customer Care Representative that you would like to place a rewards points order. All you pay for is shipping at a flat rate of \$9.90.

### Do my rewards points expire?

Rewards points expire on a rolling 12-month basis. For example, points earned in January 2012 will not expire until January 2013. Should you decide to cancel your autoship order, any accumulated rewards points you may have will be deemed void.

### How many rewards points do I have?

You can easily check the balance of your rewards points in virtual office. When you log-in, you will see your 'Autoship Rewards Points total' highlighted in a green box on the home page of your virtual office. You can also check your balance by phoning Customer Care.

### Can I cancel my autoship?

Yes, at any time. For security purposes, this cannot be done on the website. Please phone Customer Care if you wish to cancel your autoship.

### Can I change the date of my autoship?

Yes, you can. Simply log-in to virtual office and click 'Update my Autoship', then follow the prompts. You can also phone, fax, or e-mail Customer Care.

### How do I pay for my autoship order?

Autoships are automatic orders, so automatic payment methods are required. Accepted are Visa and MasterCard credit or debit cards, or direct debit from your nominated bank account. If you select direct debit as your chosen payment method, you must complete a Direct Debit Agreement form.

### Sounds great! How do I sign up?

Joining Essential Rewards is easy. Simply complete our autoship order form and fax, post, or e-mail it to us. This form is necessary so we have your written authorisation to charge your chosen payment method each month. Once we receive the completed form, we will enrol you in the Essential Rewards programme.

### Where can I find these forms?

You can find all necessary forms under the Abundance link on our website, at [www.youngliving.com.au](http://www.youngliving.com.au).

\*From time to time, some products may not be available on Essential Rewards points redemption orders. For more information, please contact Customer Care.

#### Customer Care contact details

##### Hours of operation

Mon-Tue; Thu-Fri 9:00am - 5:00pm  
Wed 10:00am - 5:00pm

##### Phone

(07) 3859 2000

##### Fax

(07) 3715 7933

##### E-mail

[custserv@youngliving.com.au](mailto:custserv@youngliving.com.au)



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