

# ESSENTIAL REWARDS FAQs

## General Questions

### 1. How do I sign up for the Essential Rewards loyalty program?

You may sign up in one of two easy ways:

1. Online through **Virtual Office**
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. May I change the items in my Essential Rewards order and still receive all of the benefits of the program?

Yes, provided your order is 100 PV or more. Any changes to the items must be made at least 4 days prior to your processing date (which is determined by you when you enrolled). These changes can be made online or by contacting Member Services. If you wish to cancel your order, you will need to contact Member Services.

## Earning Gifts

### 1. How do I earn gifts through the Essential Rewards 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, 12, 24 and 36 months. After 36 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 web or phone orders are not eligible for loyalty gifts.**

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

The gift will automatically be added to your next Essential Rewards order of 100PV or more. The free gift will be added to the Australian ER order of 100PV 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 100PV or more.

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## *Earning Gifts*

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### **3. 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. If you cancel after your 3<sup>rd</sup> month you will not receive your gift.

### **4. 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 should you choose to reactivate in the program.

**Example:** If a member received the 3 month loyalty gift in their 4<sup>th</sup> month ER order and then misses their 5<sup>th</sup> & 6<sup>th</sup> 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.

### **5. If I already have an active Essential Rewards order processing monthly, how do I receive my gift?**

We will begin tracking members' consecutive Essential Rewards orders of 100 PV starting September 2016, including those who maintained active Essential Rewards orders prior to this time. This means that September 2016 is the first month for everyone to begin qualifying for Essential Rewards gifts for consecutive orders of 100 PV or more. Once a member achieves the threshold to receive a gift, it will be delivered with the next processed Essential Reward order.

### **6. What if I'm already participating in the 3, 6, 9, 12 Incentive that started in September 2015?**

All new members who enrol on Essential Rewards on or before September 30, 2016 will be grandfathered into the existing Essential Rewards 3, 6, 9, 12 Incentive program (e.g. 3<sup>rd</sup> month Diffuser gift), including members who are already on the existing program (until further notice) in addition to the new program gifts.

**Please note:** ALL members who are placing consecutive ER orders of 100 PV will be eligible to participate in the NEW loyalty incentive, regardless of their participation in the previous 3, 6, 9, 12 Incentive. Tracking for the new incentive begins for ALL members from September 2016.

### **7. What if I was on the previous 3, 6, 9, 12 Incentive, but no longer qualify and have since cancelled my Essential Rewards? Can I participate in this new incentive?**

Yes, as long as you join the Essential Rewards program and start placing consecutive orders of 100 PV or

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## *Earning Gifts*

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more. Members can join at any time to begin earning the free gifts and accruing ER points. If they have been on Essential Rewards prior they can still participate by joining Essential Rewards again. If they have previously earned any of the gifts in this new incentive, they cannot earn this gift again - instead, they would need to make it to the next highest level.

**8. As the tracking for this new incentive starts in September 2016, what happens for new members who joined Young Living after September 2016 who didn't start using the Essential Rewards program from their very first order? Do they miss out on this incentive?**

No, you can start qualifying for this new incentive at any time. This commences from the month that you join the Essential Rewards program and start placing consecutive orders of 100 PV or more.

**9. If an existing member is currently using Essential Rewards with 50 PV orders or orders below 100 PV, can they qualify for this Essential Rewards incentive in the future?**

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 orders, the loyalty gifts will be added to their order.

**10. Can reactivating members participate in this incentive? What about retail-to-wholesale members?**

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

**11. Do NFR Essential Reward orders count for this incentive?**

Yes, NFR Essential Rewards orders will qualify for this incentive. **Further updates to follow in January 2017.**

**12. What about overseas members who move to Australia?**

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

**13. Will the grace month still be available with the ER program enhancements?**

As of November 1, 2016, the option to select a grace month is no longer available. Members will not be able to select this option online or call and request it through Member Services. If a member misses two or more orders within a year, he or she will have to start over with loyalty gift qualification and will begin accumulating points again at the 10 percent level. Any previously earned loyalty gifts will not be available upon requalification.

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## *Earning Points*

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### 1. How many points do I earn for my Essential Rewards order?

You will receive points based on a percentage of your PV for each Essential Rewards order. The percentage you receive depends on how many months you have consecutively placed Essential Rewards orders.

**1-3 months:** 10% of each Essential Rewards order

**4-24 months:** 20% of each Essential Rewards order

**25+ months:** 25% of each Essential Rewards order

### 2. How do I know which percentage I'm earning points at after the change in September 2016?

All members who have previously processed consecutive Essential Rewards orders of 50 PV or more will earn points in the new system based on how many consecutive ER orders they placed prior to September 1. For example, a member who has processed 18 consecutive Essential Rewards orders will be at the 20% level. An individual who has processed 28 consecutive Essential Rewards orders will begin at the 25% level.

### 3. Is there a minimum PV for my order?

Yes. Your monthly order must be at least 50 PV for the new percentage earnings. However, to be eligible to earn the gifts, your Essential Rewards order must be a minimum of 100 PV.

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## *Redeeming Points*

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### 1. How do I redeem my reward points?

You may redeem your points by contacting Member Services on [custserv@youngliving.com.au](mailto:custserv@youngliving.com.au) or phone **1300 28 9536 (1300 AU YLEO)**. You may also redeem your points online in your Virtual Office.

### 2. How many points may I redeem each month?

You may redeem up to 350 points each month. Starting from November 11, 2017, you may redeem up to 375 points each month.

### 3. If I cancelled my Essential Rewards order, do I lose my points?

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

### 4. Do I retain points earned for returned products?

You will forfeit any points earned on products that you later return.

## *Redeeming Points*

### 5. 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.

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

When redeeming Essential Rewards points, use the PV amount rather than the dollar value. For example, if you have 50 points, you may redeem them for any product with a PV value up to 50. Points may only be redeemed for products with full PV values.

Products that cannot be redeemed using PV value include collections, sets, kits, packs, NingXia Red bottles and sachets, NingXia Zyng and partial and 0 PV items.

#### **Partial PV items include\***

Rose Essential Oil

Melissa Essential Oil

Sacred Sandalwood Essential Oil

Slique Bars

Bon Voyage Pack

Aromalux Atomising Diffuser

Aria Diffuser

DewDrop Diffuser

Dino Land Diffuser and Cover

Dolphin Reef Diffuser and Cover

Essential Oil Diffusers

Rainstone Diffuser

USB Diffusers (Black, Purple)

USB Orb Diffuser

Vitassage Essential Oil Dispensing Massager

*\*This list is subject to change.*

### 7. May I use my points for promotional products - such as discounted items?

You may buy any regularly available products at the regular price as part of your Essential Rewards order, but you will not receive the discounted pricing if the item is part of your Essential Rewards points order. Promotional items are not available for purchase using Essential Rewards points.

### 8. Do my points expire?

Yes. Unused points expire on a 12 month rolling basis, meaning that they expire 12 months after they were earned.

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## 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 [customerservice@youngliving.com](mailto:customerservice@youngliving.com) or phone **1-800-371-3515**

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

Yes. Orders can be collected from the Sydney Product Pickup facility in our Sydney office.

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

No. Points may only be redeemed for products with full PV values and may not be used to cover shipping costs.