



Enrollment Voucher FAQ

Give your new enrollees the special treatment with a \$10 enrollment voucher to spend on their first order! Place a 100+ PV monthly (ER) or quick order between March 1, 2022–April 30, 2022 and unlock a \$10 enrollment voucher to share with a new enrollee.

Q. How long will the offer run?

A. The offer will run from 12 midnight, MT, March 1, 2022 to 11:59 p.m., MT, April 30, 2022.

Q. Which Young Living markets can participate in this offer?

A. This offer is available for Canadian brand partners and customers only.

Q. Which customer or brand partner rank types can participate in this offer?

A. This offer is available to all Canadian customers and brand partner rank types.

Q. Can NFR customers participate in this offer?

A. No, NFR customers cannot participate in this offer.

Q. Can Professional Account customers participate in this offer?

A. No, Professional Account customers cannot participate in this offer.

Q. What products are included in this offer?

A. No products are included in this offer.

Q. What is the \$10 enrollment voucher?

A. The \$10 enrollment voucher is a business-building tool. The \$10 enrollment voucher allows brand partners to share an enrollment code with a new enrolling customer, allowing them to take \$10 off their first order.

How to earn the \$10 enrollment voucher

Q. How do brand partners earn the \$10 enrollment voucher?

A. Brand partners can earn a \$10 enrollment voucher when they process a 100+ PV monthly (ER) or quick order between 12 midnight, MT, March 1, 2022 and 11:59 p.m., MT, April 30, 2022.

Q. How many \$10 enrollment vouchers can a brand partner earn?

A. A brand partner can earn up to two (2) \$10 enrollment vouchers each month by placing one (1) 100+ PV monthly (ER) order and one (1) 100+ PV quick order in a single month. Brand partners may earn a total of four (4) \$10 enrollment vouchers between 12 midnight, MT, March 1, 2022 and 11:59 p.m., MT, April 30, 2022.

How to share the \$10 enrollment voucher

Q. How do brand partners confirm that they have earned the \$10 enrollment voucher?

A. After placing a 100+ PV monthly (ER) or quick order, brand partners can navigate to the My Account section of the Virtual Office. From here, brand partners can select Voucher History to view the enrollment voucher details including voucher code, amount earned and expiration date.

Q. What if brand partners do not see the \$10 enrollment voucher code in their Virtual Office?

A. The \$10 enrollment voucher code can take up to three business days to apply to a brand partner's account. Once the qualifying order is processed at the warehouse, the \$10 enrollment voucher code will be automatically applied to the brand partner's account.

In the event that the \$10 enrollment voucher code is not applied to the account after three business days, brand partners can contact the Canadian Customer Experience team at cxcanada@youngliving.com to request a replacement code.

Q. How do brand partners share the \$10 enrollment voucher with a new enrollee?

A. After confirming that the \$10 enrollment voucher has been applied in the Virtual Office, brand partners may provide the voucher code to a new enrolling customer of their choice.

How to redeem the \$10 enrollment voucherer

Q. How does a new enrolling customer redeem the \$10 enrollment voucher?

A. The new enrolling customer can apply the voucher code at checkout to receive \$10 off their first order. New enrolling customers can add any desired products to their cart and navigate to checkout. When the new enrolling customer reaches the Checkout – Order Review page, they can add the voucher code provided by the brand partner to the Voucher text box to receive \$10 off their first order.

Q. Are new enrollees required to order a Starter Bundle to use the \$10 enrollment voucher?

A. No, new enrolling customers can place a first order of any Young Living products to receive \$10 off this order.

Q. When do the \$10 enrollment vouchers expire?

A. The \$10 enrollment vouchers will expire at the end of the month following the month in which they were earned. For example, if a \$10 enrollment voucher is earned on March 5, 2022 it will be valid until April 30, 2022. May 30, 2022 is the final day for new enrolling customers to use the \$10 enrollment voucher.

Q. Can the \$10 enrollment vouchers be used by new enrolling customers outside of Canada?

A. No, the \$10 enrollment vouchers are available to new enrolling customers in Canada only.

Q. Will PV be discounted on the new enrolling customer's first order if they use a \$10 enrollment voucher?

A. No, the PV value will remain the same on a new enrolling customer's first order if they use a \$10 enrollment voucher.

Q. Is there a PV or price minimum that the new enrolling customer's first order must reach in order to use the \$10 enrollment voucher?

A. No, there is no PV or price minimum that the new enrolling customer's first order must reach in order to use the \$10 enrollment voucher.

Q. Can reactivating customers use the \$10 enrollment voucher?

A. No, the \$10 enrollment voucher is available to use on the first order for new enrolling customers only.

Q. Can new enrolling customers use multiple \$10 enrollment vouchers on their first order?

A. No, new enrolling customers may only use one (1) \$10 enrollment voucher on their first order.

Q. If a brand partner or customer has questions about this offer, who can they contact?

A. Please contact the Canadian Customer Experience team at cxcanada@youngliving.com.