



# YOUNG LIVING CANADA ULC

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## Member Policies and Procedures

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# 1: Introduction

## 1.1 WELCOME

Welcome to Young Living. We are pleased that you have chosen to join one of the world leaders in essential oils. We are dedicated to providing you the best products available and a world-class homebased business.

Leading financial experts and business gurus agree that the home-based business sector is the wave of the future. The time you invest in becoming familiar with the Young Living business opportunity, including these Policies and Procedures, will make a significant difference in your business experience.

In these Policies and Procedures, Young Living Canada ULC is referred to as Young Living; and you, the individual entering the Agreement (as defined below), is referred to as “you.” As a member, your personal member account along with the team that you build is referred to as your sales organization. In this document, the term “distributor” is also used to refer to a member.

The term “Sponsor” refers to a member’s immediate support team member. A member account is referred to as being “active” if the member enrolled as a new member and purchased 50 PV product within the previous 12 months and is “inactive” if he/she has not.

The term “Enroller” is the Young Living member who enrolls a new member into Young Living. An individual can be enrolled only once in 12 months. If any member does not place a minimum 50 PV order for 12 consecutive months, that member is considered inactive. See Section 12.1.1 for further details.

## 1.2 PURPOSE

The purpose of these Policies and Procedures is:

- To set standards of acceptable business behaviour expected of you
- To define your relationship with Young Living, your customers, other Members and Professional Account customers
- To assist you in building and protecting your Young Living business

## 1.3 POLICIES AND COMPENSATION PLAN INCORPORATED INTO THE MEMBER AGREEMENT

Throughout these Policies and Procedures, whenever the term “Agreement” is used, it refers collectively to your Young Living Member Agreement (or simply “Distributor Agreement”), these Policies and Procedures, and the Young Living Compensation Plan, which includes the Terms and Definitions for the Compensation Plan (or simply, “Compensation Plan”). These documents are incorporated by reference into the Member Agreement in their current form and as amended by Young Living from time to time. It is your responsibility to read, understand, adhere to, and ensure that you are operating under the most current version of these Policies and Procedures, as found online at [YoungLiving.com/en\\_CA](http://YoungLiving.com/en_CA).

## 1.4 ETHICS

You are required to abide by the following Code of Ethics in the operation of your sales organization and your opportunity to participate in the Young Living business. Violations of the Code of Ethics may result in disciplinary action.

### Code of Ethics

- You will follow the highest standards of honesty, professionalism, and integrity in the development and operation of your sales organization.

- You will give prompt and efficient service to anyone to whom you have introduced Young Living products, as well as to your team members.
- You will make no claims for, or representations about, any Young Living products, other than those claims or representations found in current Young Living literature or on labels.
- You will not make negative or disparaging remarks about Young Living, Young Living founders, any Young Living competitor, or their people, products, or organizations.
- You will not use the Young Living trademark, trade name, logo, information, distributor lists, literature, meetings, gatherings, or Young Living resources to further other business interests.
- You will not engage in activities that may cause losses to Young Living or another Young Living member.
- You will perform all duties of a sponsor and a leader as you build your Young Living business, including providing the necessary training and support.
- You will respect the privacy of both your support team and team members and customers.
- You will present the Young Living compensation plan accurately and honestly, clearly portraying the level of effort required to achieve success without exaggerating the financial possibilities.
- You will not recruit Young Living members to other business opportunities.
- You will abide by all rules, regulations, laws, and ordinances that are applicable to the operation of your sales organization as an independent member.

## 1.5 AMENDMENTS/ACCEPTANCE

Young Living may amend the terms and conditions of the Agreement from time to time. The changes will become effective 30 days after first published by Young Living through official Young Living publications distributed to all active members (e.g., e-News) or posted on an official Young Living website. Amendments shall not apply retroactively to conduct that occurred prior to the effective date of the amendment.

By executing the Member Agreement, you agree to abide by all amendments or modifications that Young Living elects to make. If a member is not willing to accept these changes, Young Living must be notified in writing within the 30 days prior to the change being effective. Any continued business, ordering, acceptance of a commission or bonus payout, or any other benefit by a member pursuant to this Agreement constitutes acceptance of this Agreement in whole with any and all amendments.

## 1.6 INCLUSION AND ANTI-DISCRIMINATION

You are required to abide by the Young Living Inclusion and Anti-Discrimination Policy (IAP) members and professional accounts, which policy is available at [www.youngliving.com/iap/](http://www.youngliving.com/iap/). Violations of that policy are material breaches of the Agreement.

# 2: Becoming a Member

## 2.1 REQUIREMENTS TO BECOME A MEMBER

To become a Young Living member, each applicant must:

- Be of legal age on the province of residence; if you are a resident of Quebec you must provide your date of birth at the time of registration.
- Have a valid Social Insurance Number (SIN) or Federal Business Number (BN);
- Read the Young Living Policies and Procedures and compensation plan insert; and
- Complete, sign, and submit a Distributor Application and Agreement to Young Living within thirty (30) days of enrollment.

Young Living reserves the right, in its sole discretion, to reject your Member Agreement for any reason.

## 2.2 MEMBER AGREEMENT

You can submit your Member Agreement through mail, fax, or the Young Living website (YoungLiving.com/en\_CA). This application must be received within 30 days of your enrollment for you to receive member benefits. If the Member Agreement is not received within 30 days, your member account will be placed on hold until the agreement is received. If there is more than one applicants on the Member Agreement, please notify Young Living who will be main one. Commission payments will be issued to the main applicant.

## 2.3 TELEPHONE ENROLLMENT

You may enroll as a member over the phone. However, you must submit a completed Member Agreement that is received at the Young Living headquarters within 30 days of your telephone registration, as outlined in Section 2.2. If you are a retail customer, you may enroll over the telephone or via contract as required by local regulation.

## 2.4 WEB APPLICATIONS

If you enroll on the Young Living website or on any Young Living-sponsored replicated website, you will not need to submit a paper application unless required by local regulations. While your sponsor may assist you in completing the online enrollment as a member, you must personally review and agree to the online Member Agreement, these Policies and Procedures, the Privacy Policy and the Compensation Plan.

## 2.5 REQUIREMENTS TO BECOME A PROFESSIONAL ACCOUNT CUSTOMER

To become a Young Living Professional Account customer in Canada, you must meet the following requirements:

- Provide a valid Business Number (BN).
- Read and agree to these Policies and Procedures, the Young Living Privacy Policy, and the Compensation Plan.
- Complete, sign, and submit a Professional Account Application and Agreement to Young Living.

Young Living reserves the right, in its sole discretion, to reject your Professional Account Agreement and Professional Account Application for any reason.

# 3: Operating Your Sales Organization

## 3.1 INDEPENDENT CONTRACTOR STATUS

Applicant acknowledges that, as a Member or Professional Account customer, he/she is an independent contractor. Applicant understands that his/her status as a Member does not constitute either a sale of a franchise or a distributorship (exclusive or otherwise), and absolutely no fees have been or will be required from Member for the right to distribute Young Living's products pursuant to the Agreement. The Agreement is not intended and shall not be construed to create a relationship of employer-employee, agency, partnership, or joint venture between any Member, sponsor and/or Young Living.

Applicant agrees that as an independent contractor, he/she will:

- (a) Comply with all applicable federal, provincial and local laws, rules and regulations pertaining to the Agreement, including the sale, distribution and advertising of Young Living products.
- (b) At his/her own expense, complete all filings, and obtain such licenses as are required by applicable federal, provincial and local laws, rules and regulations, with respect to the Agreement and his/her activities as a Member.

Applicant understands that as a Member, he/she has no authority to bind Young Living to any obligation. It is his/her responsibility to pay all income, local or applicable taxes as a Member, and he/she acknowledges that he/she is not eligible for employee benefits, such as unemployment compensation, worker's compensation or minimum wages. He/she acknowledges that Young Living encourages Members to set their own hours and to supply all of their own equipment and tools for operating their Young Living business, such as telephones, transportation, professional services, office equipment and supplies. Further, Applicant understands that he/she should determine his/her own methods of sale, so long as he/she complies with the policies of Young Living. Without limiting the generality of the foregoing, as a Member, Applicant agrees that he/she shall be fully responsible for (i) all applicable federal and provincial withholding taxes, source deductions, PST, GST, HST, income tax, other taxes, employment insurance premiums, Canada Pension Plan contributions, worker's compensation contributions or provincial employee health tax contributions and other levies, premiums, license requirements and fees related to his/her earnings and activities as a Member, and (ii) all expenses incurred in connection with the operation of his/her Young Living-related business, including but not limited to travel, meals, accommodation, secretarial, office, telephone and other business expenses.

Members are not employees or agents of their Sponsor.

## 3.2 RETAIL CUSTOMERS AND MEMBERS

Individuals may join Young Living as retail customers (otherwise referred to as 'customers' herein).

Retail customers can purchase product directly from Young Living for personal consumption but do not participate in the Young Living member organization or Compensation Plan. Retail customers are not required to sign a Member Agreement. Retail customers purchase products at the published retail price. Retail customers' purchases apply toward their sponsor's Organization Group Volume (OGV). Thus, orders placed by any retail customers will be included in the total sales volume for their sponsor's sales organization. A retail customer may become a member at any time by completing the requirements outlined in Section 2.1.

Members purchase product from Young Living at the published wholesale price and have the potential of earning commissions and bonuses based on qualification and achievement rank, as outlined in the Compensation Plan.

"PV" means Personal Volume in these Policies and Procedures refers to the amount of Young Living Product you personally sell or consume personally each month.\*

**\*NOTE: This does not constitute a personal purchase requirement to become a Member, move up in rank or to fully participate in the plan. Pursuant to these policies and procedures (i) Young Living recognizes that Members may wish to purchase products in reasonable amounts for their own personal or family use, (ii) buying products for any reason other than bona fide resale (or for personal use in reasonable amounts) is prohibited, and (iii) Members must not purchase any excessive inventory nor encourage others to do so.**

## 3.3 PROFESSIONAL ACCOUNT CUSTOMERS

Professional Account customers operate a business that uses Young Living products or sells Young Living products in a retail establishment focused on nutrition, wellness, or healthy living (and which, in Young Living's sole discretion, is not large enough to be considered a regional or national chain). Examples of Professional Account customers include, but are not limited to, colleges, hospitals, hotels, spas, gyms, dental and doctor offices, day care facilities, massage schools, nursing homes, long-term care facilities, pharmacies, health care providers and nutrition stores.

Professional Account customers purchase product from Young Living at a discounted price (a 40% discount as of the date of publication of this Agreement) with a reduced PV (a 50% reduction as of the date of publication of this Agreement). If a Professional Account customer is sponsored by a Member, that account will be placed in that sponsor's team; and the PV from purchases made by the Professional Account customer will be counted toward the sponsor's OGV, rank qualification, and commission under the Compensation Plan.

Professional Account customers cannot develop a team organization, qualify for commissions under the Compensation Plan, or participate in the Essential Rewards Autoship Program.

A Member may convert his/her Member account to a Professional Account customer by applying to become a Professional Account customer, as outlined in Section 2.5, and by transferring any existing team organization or allowing that team organization to roll up. No changes of sponsorship can take place when converting between a Member and a Professional Account customer.

### **3.3.1 REQUIREMENTS TO BECOME A PROFESSIONAL ACCOUNT CUSTOMER**

To become a Young Living Professional Account customer in Canada, you must meet the following requirements:

- Provide a valid Business Number (BN).
- Provide a current business license, registration certificate, or professional license.
- Complete, sign, and submit a Professional Account Application & Agreement to Young Living along with the required business documents.
- Read and agree to these Policies & Procedures.

Sales tax exemption is not automatic with Professional Account approval and is not available in all provinces. The applicant will need to provide extra documentation to be approved for this status. Young Living reserves the right to approve or deny any requests for tax exemption based on our compliance to the laws and regulations under the jurisdiction in which the applicant resides.

Please contact [caprofessional@YoungLiving.com](mailto:caprofessional@YoungLiving.com) for an Application package or for additional information. Young Living reserves the right, in its sole discretion, to reject your Professional Account Agreement and Professional Account Application for any reason.

The following provisions of these Policies and Procedures do not apply to Professional Account customers: Section 3.8 (Sale, Transfer, or Assignment), Section 3.8.1 (Succession), Section 3.9 (Separation of a Young Living Business), 3.12.2 (Noncompetition), Section 4.1 - 4.3 (Sponsor's Responsibilities), Section 7 (Commissions and Bonuses), Section 8.2 (Essential Rewards Autoship), and Section 12.2 (Team Genealogy Reports).

### **3.3.2 SPONSORING A PROFESSIONAL ACCOUNT**

If a Professional Account customer is sponsored by a Member, that account will be placed in that member's team. That sponsoring Member will be able to earn unilevel commission based on the reduced PV from purchases made by the Professional Account customer. This PV will be counted toward that sponsor's PGV, OGV, rank qualification, and commissions under the Compensation Plan. Volume from a Professional Account leg can count as a qualifying leg for the sponsor.

### **3.3.3 SISTER PROFESSIONAL ACCOUNT**

If a Member has an interest in a Professional Account in addition to his/her Member account, the Professional Account will be deemed a sister account to the Member's account, being located in the same leg with the Member's account on the Member's front line. Under the Compensation Plan, the reduced PV from purchases made through the Sister Professional Account will be added to the Member's PGV and OGV. The reduced PV from purchases made by the Professional Account customer will be counted toward the PGV, OGV, rank qualification, and commissions of the member's support team as if that PV came from the member.

If multiple Members have an interest in a Professional Account, the Professional Account must be assigned as a sister account to one and only one of the Member's accounts. Members and Professional Account customers are responsible to inform Young Living if they have an interest in both a Member account and a Professional Account. Failure to do so may result in disciplinary action pursuant to Section 13.3.

### **3.4 SAME HOUSEHOLD SALES ORGANIZATIONS AND DUPLICATE ACCOUNTS**

A member may operate or have an interest, legal or equitable, in only one Member account.

If Young Living finds that a Member has an interest in multiple accounts, it will terminate the duplicate account(s), leaving only the Member account created first. You are specifically prohibited from creating duplicate accounts in an attempt to change lines of sponsorship, manipulate the Compensation Plan, or circumvent the Agreement in any way.

You may have a beneficial interest in more than one Member account if you receive an interest in another account as an inheritance (either through a direct inheritance or as beneficiaries of a trust) from another Member, you notify Young Living of the inheritance in writing (as specified in Sections 3.8 and 3.8.1), and Young Living approves of the transfer in writing. Young Living reserves the right, in its sole and absolute discretion and for any reason and at any time, to (1) deny you the option of owning an interest in your original account and an inherited account or (2) to deny you the right to earn the Generation and Diamond Leadership Bonuses on the inherited account (e.g., if Young Living determines you have not demonstrated the ability to operate two sales organization by failing to engage in leadership activities such as contacting and training your team, participation in meetings, increasing enrollments, and/or increasing PGV and OGV within the payment levels of your team in the recent past). If Young Living denies you the right to have a beneficial interest in a second account that you received through inheritance, it may allow you a four-month grace period to sell your interest in one of your accounts. After that grace period the inherited account will be placed on hold or terminated.

Young Living strongly encourages and prefers that Members work together with their spouse/partner (if applicable) in building a single sales organization. However, due to divorce, separation, mutual agreement, etc., there may be an exception to this general rule. Beginning July 2, 2018, you and your spouse/partner may have separate accounts as long as the second account is sponsored as the first or second level to the other spouse's account.

Young Living will periodically audit these two accounts and may terminate the latter-created account if it is found, in Young Living's sole discretion, that the latter-created account is used to manipulate the Compensation Plan, or the spouses are not complying with the 70% rule as outlined in Section 6.1. A joint sales organization will be treated as a joint tenancy with rights of survivorship.

### **3.5 ACTIONS OF HOUSEHOLD MEMBERS OR AFFILIATED PARTIES**

If any individual in your immediate household engages in any activity which, if performed by you, would violate any provision of the Agreement, such activity will be deemed a violation by you; and Young Living may take disciplinary action against you pursuant to these Policies and Procedures. Similarly, if any individual associated in any way with a corporation, partnership, trust, or other entity (collectively "entity") violates the Agreement, such action(s) will be deemed a violation by the entity; and Young Living may take disciplinary action against the entity. Likewise, if a member enrolls in Young Living as an entity, each affiliated party of the entity will be personally and individually bound to, and must comply with, the terms and conditions of the Agreement.

### **3.6 ACTIONS OF SUPPORT TEAM MEMBERS**

If any support team member encourages, aids, or supports a team member in any activity which, if performed by the support team member, would violate any provision of the Agreement (e.g., creating duplicate accounts or cross team recruiting), such activity will be deemed to be a violation by the support team member; and Young Living may take disciplinary action against that support team member pursuant to these Policies and Procedures. If such violations continue, Young Living reserves the right to terminate the support team member's member account.



## 3.7 CORPORATIONS, PARTNERSHIPS AND TRUSTS

A partnership, corporation or trust may become a Young Living member by submitting to Young Living a partnership agreement, certificate of incorporation, articles/certificate of organization, or trust agreement along with a copy of the provincial/federal registration form for the entity or a certificate of good standing/existence for the entity issued by the province of incorporation or organization or by the federal government. The registration form or certificate of good standing/existence must indicate the names of all of the shareholders, officers, members, managers, partners, or trustees of the entity (“affiliated parties”), or have such included with the submission to Young Living. The entity must demonstrate that no party or participant within the entity has participation in another sales organization because no individual may participate in more than one sales organization in any form. A member may change status under the same sponsor from individual to partnership or corporation by submitting the appropriate documentation mentioned above.

Young Living reserves the right to approve or disapprove any member’s change of business names, formation of partnerships, corporations, and trusts for tax, estate planning, and limited liability purposes. In addition, by submitting a copy of the certificate of partnership or incorporation or other substantiating documentation for the entity, it is certifying that no person with an interest in the new business entity has had an interest in another sales organization within six (6) months of the submission of the certificate (unless it is the continuation of an existing sales organization that is changing its form of doing business).

## 3.8 SALE, TRANSFER, OR ASSIGNMENT

You may sell, transfer, or assign (collectively “Transfer”) your entire team organization by submitting a request to Young Living along with a \$50 processing fee. For your request to be granted, the following criteria must be met:

- You and the receiving party must notify Young Living in writing of your intent to sell or transfer the sales organization. This request must be signed and notarized.
- You and the receiving party must notify Young Living in writing of your intent to sell or transfer the sales organization. This request must be signed and notarized.
- Young Living must approve of the receiving party prior to the Transfer.
- After the transaction, the transferring party must not retain any copies, digital or otherwise, of personal information belonging to his/her team organization members.
- The receiving party must be (or must become) a Young Living member in good standing.
- If the receiving party has an existing team, he/she must first transfer that sales organization or have a transfer in place and approved by Young Living before accepting the new sales organization. Alternatively, the receiving party may choose to cancel his/her existing sales organization and allow that team to roll up to his/her sponsor, as provided in Section 3.10.
- No changes in your line of sponsorship or your team can result from the Transfer.
- Before a Transfer will be approved, all debt obligations that you and the receiving party may have with Young Living must be satisfied.
- Before any Transfer will be approved, you and the receiving party must each be in compliance with all the terms of the Agreement.
- The individual, to whom the sales organization is sold and/or transferred, will be expected to meet leadership qualification in order to be eligible for leadership commission payouts.
- Any sale of any organization with OGV 50,000 or higher must be approved by Young Living in writing.

Young Living reserves the right to approve or disapprove your request to Transfer your sales organization for any reason. You may not Transfer your sales organization to any person or entity without Young Living's written approval.

Young Living does not waive any violations of the Agreement, even though a violation may have occurred under a prior owner of your sales organization. As a new owner of a preexisting sales organization, you may be responsible for violations of the Agreement made by the prior owner in connection with your sales organization. Any action that may be taken on a sales organization with the previous owner under Section 13.3 may carry over to you.

### **3.8.1 INHERITANCE & SUCCESSION**

Upon a member's death or incapacitation, their business organization will pass to the member's legal heir(s) or legal representative(s) who provide (to [accountupdates@youngliving.com](mailto:accountupdates@youngliving.com)) Young Living with proof of the member's death or incapacitation, appropriate legal documentation and a signed Agreement.

Young Living reserves the right, in its sole and absolute discretion and for any reason and at any time, to deny you the option of owning an interest in your original account and an inherited account if Young Living determines you have not demonstrated the ability to operate two sales organizations. If Young Living denies you the right to have a beneficial interest in a second account that you received through inheritance, it may allow you a four-month grace period to sell your interest in one of your accounts. After that grace period, the inherited account will be placed on hold or terminated.

### **3.9 SEPARATION OF A YOUNG LIVING MEMBER BUSINESS**

You may, with others, operate a single sales organization as a husband-wife, partnership, corporation, or trust (the latter three entities are collectively referred to herein as "entities"). If your marriage ends in divorce or your entity dissolves, arrangements must immediately be made to assure that any separation or division of the business is accomplished so as not to adversely affect the interests and income of other business support team or team of sponsorship. If divorcing spouses or a dissolving business entity fail to provide for the best interests of other members and Young Living, such actions will constitute a breach of the Agreement; and Young Living may terminate the Agreement pursuant to these Policies and Procedures. 'Divorce' as used herein includes the breakdown of a common law relationship. 'Husband', 'wife' and 'spouse' as used herein include individuals in a common law partnership.

During the proceedings of a divorce or entity dissolution, the divorcing spouses or a dissolving business entity must adopt one of the following methods of operation:

- One of the parties may, with consent of the other(s), operate the business pursuant to a notarized assignment in writing whereby the relinquishing party(ies) authorize(s) Young Living to deal directly and solely with the other party(ies). A notarized request from the person being removed is required. A new Member Agreement are required from the person remaining on the account.
- The parties may continue to operate the sales organization jointly on a "business-as-usual" basis, whereupon all compensation paid by Young Living will be paid in the joint names of the members or in the name of the entity to be divided, as the parties may independently agree among themselves.
- The parties may operate the business pursuant to a court order involving parties.
- If one of these requirements is not met, Young Living will maintain the status quo as to how commissions are paid.

Young Living will not divide your sales organization with a divorcing spouse or with affiliate parties of a dissolving business. Similarly, Young Living will not split your commission or bonus cheques between you and a divorcing spouse or affiliate parties of a dissolving entity. Young Living will recognize only one sales organization and will issue only one commission cheque per sales organization per commission cycle. Commission cheques will always be issued to the same individual or entity, unless all parties to a sales organization agree that commissions will be due and paid to another party or by order of a court having jurisdiction over Young Living.

If you have completely relinquished all of your rights as a former spouse or a former affiliate party to a sales organization, you are free to enroll as a new member under any sponsor of your choosing. However, in such case you will have no rights to any members or customers from your former sales organization. In that instance, you must develop the new business in the same manner as would any other new member.

### **3.10 ROLL UP OF MARKETING ORGANIZATION**

When a vacancy occurs in the Young Living member organization due to the cancellation or termination of a member account, each member in the first level immediately below the terminated member on the date of the cancellation will “roll up,” which means to move to the first level (“front line”) of the terminated member’s sponsor. For example, A sponsors B, and B sponsors C1, C2, and C3. If B terminates her business, then C1, C2, and C3 will roll up to A and become part of A’s first level. Young Living also reserves the right, in its sole discretion, to sell the sales organization that has been canceled or terminated for inappropriate behaviour.

### **3.11 TAXES**

#### **3.11.1 INCOME TAXES**

You are responsible for complying with the tax laws in the jurisdiction where you reside. In Canada, you are responsible for paying any applicable federal and provincial income tax on your taxable income (or taxable income earned in Canada if you are a non-resident of Canada) generated through your sales organization. When you earn CND\$500.00 in commissions, you must provide Young Living with your Social Insurance Number (SIN), your Business Number (if you are operating through a corporation) or any other Canadian tax number or account that may be relevant to your status in Canada. If you do not submit a valid SIN or any other number that is valid to your status in Canada, you may be subject to possible withholding, processing fees, customer status change, and may be required to submit other tax documentation, as may be required in your specific case and irrespective of whether any such documentation is required for any other member. Any fines, penalties, interest, levies, costs or charges incurred by Young Living because of an incorrect tax number, account or name will be your responsibility, and you agree to reimburse and hold harmless Young Living and its successors and assigns for any fine, penalty, interest, levy, charge or costs incurred as a result of the omissions or inaccuracies noted above. Young Living will be collecting the relevant tax information from you solely for tax reporting purposes in Canada and does not intend to use such information for any other purpose without your express written consent.

Every year, Young Living will provide a Form T4A or any other form, reporting statement or document mandated by the Canada Revenue Agency to the extent that such form or document is applicable to you (and its issuance is not otherwise administratively exempt) within the appropriate deadline for providing such documentation. Where applicable, provincial forms or reporting statements may also be provided.

Retail customers are not required to provide any tax information.

#### **3.11.2 SALES TAXES**

Young Living is required to collect and remit the Goods and Services Tax or the Harmonized Sales Tax, as the case may be, on the actual published retail price of the product being sold and according to the applicable tax rate in the province in which the product is to be delivered. Where appropriate, sales tax levied by a province (separate and apart from the Goods and Services Tax) may also be collected and remitted. Moreover, Young Living may be required by other countries to collect sales, excise or value added taxes, customs fees, or duties. You will be required to cover any such additional taxes, fees, costs or charges.

You may be required to collect and remit Canadian Federal or provincial sales taxes on the price of the product being sold by you to others. The goods and services tax rules applicable to direct sellers and independent sales consultants are complicated and detailed. Please consult your tax advisors to determine your obligations in this regard. Young Living will not be advising you on any Canadian tax collection obligations. You are encouraging to seek your own tax advice in this regard.

If you have a physical business location within Canada where you are retailing product, as outlined in Section 5.11, you can apply for sales tax exemption. Members may review the Member Sales Tax Exemption Information located on the Member Resource page of the Virtual Office for specific instructions and documentation on how to apply for this exemption. Professional Account customers should contact professional@YoungLiving.com for these instructions and documents. Young Living reserves the right to verify the validity of any documents and evidence that you submit in applying for this exemption. If you are approved for sales tax exemption, you will be solely responsible for collecting and remitting sales taxes to the appropriate jurisdictional authorities. Any questions concerning retail sales tax requirements should be directed to your tax advisor.

### **3.11.3 LOCATIONS WHERE SERVICES ARE PERFORMED**

I agree that all services performed for Young Living are performed outside the United States. If I do perform such services within the United States, I agree to contact Young Living at USbusinessstrips@youngliving.com within 30 days of performing such services to report the time I spent in the United States on Young Living activities.

## **3.12 DECEPTIVE PRACTICES**

### **3.12.1 UNAUTHORIZED RECRUITING**

#### **3.12.1.1 RECRUITING**

During your membership with Young Living and after your membership has terminated, you may engage in other noncompeting business ventures; however, you may not take advantage of your knowledge of, or association with, other Young Living members, including your knowledge resulting from or relating to your support team and team in order to promote and expand such other business ventures. Such conduct constitutes an unwarranted and unreasonable interference with the business of other members and Young Living.

#### **3.12.1.2 NON-SOLICITATION**

To qualify for compensation under Young Living's Compensation Plan, you have the ongoing responsibility to help, educate, train, motivate, and assist the members in your sales organization. You also have the responsibility to promote Young Living products and the Young Living income opportunity. Young Living and its members have made a great investment in the establishment of organizations consisting of Retail Customers, Professional Account Customers, and Members, of which you will benefit. This constitutes one of Young Living's most valuable assets. Young Living reserves the right to cease paying compensation to any member, including you, who recruits any Young Living retail customers, Professional Account customers, or member to participate in a Competing Business Venture (defined below). To protect the efforts of all members in building and maintaining their sales organizations and Customer bases, and in order to protect Young Living's interest and investment in the overall customer base, members and all members of their immediate household are required to abide by the following policies:

(a) Non-Solicitation of Young Living Retail Customers, Professional Account Customers and Members:

(i) During the period that this Agreement is in force, you and all members of your immediate household are prohibited from directly, indirectly, or through a third party, recruiting any Young Living retail customers, professional account customers, or member to participate in a Competing Business Venture, regardless of who initiates the contact.

(ii) For a period of twelve months after cancellation or termination for any reason of this Agreement, you and all members of your immediate household are prohibited from directly, indirectly, or through a third party, recruiting, regardless of who initiates the contact, any Young Living retail customers, professional account customers, or members to participate in a Competing Business Venture:

(1) who were in your sales organization or support team at any time during the term of his or her association with Young Living;

- (2) with whom you had contact during the term of your association with Young Living;
- (3) whose contact information (name, address, phone number or email address, etc.) you or members of your immediate household obtained at any time during the term of your association with Young Living; or
- (4) whose contact information (name, address, phone number or email address, etc.) you or members of your immediate household obtained at any time from another person who obtained the information because of any other person's association with Young Living.

As used herein, the term "Competing Business Venture" means any business venture offering a similar business opportunity or similar or alternative products or services to those offered by Young Living. The prohibitions under clauses (a)(i) and (a)(ii) above include but are not limited to presenting or assisting in the presentation of Competing Business Ventures to any Young Living retail customers, professional account customers, or member, and implicitly or explicitly encouraging any Young Living Retail Customers, Professional Account Customers or Member to join any Competing Business Ventures that would detract from their relationship with Young Living (as determined by Young Living in its sole discretion). It is a violation of this policy to recruit any Young Living retail customers, professional account customers, or member to participate in a Competing Business Venture even if you do not know that the prospect is also a Young Living retail customer, professional account customer, or member. It is your responsibility to first determine whether the prospect is a Young Living retail customer, professional account customer, or member before recruiting the prospect to participate in a Competing Business Venture. As used herein the term "recruit" or "recruiting" means: 1) to enroll, enlist, or solicit an individual or entity to join a business, program or organization, or attempt to do so; 2) to promote, influence or encourage an individual or entity to join a business, program or organization, or attempt to do so; or 3) to present, or participate or assist in the presentation of, a business, program, organization or its products to an individual or entity. Such recruitment constitutes a violation of this provision whether or not the individual or entity ultimately leaves their relationship with Young Living. To constitute recruiting, such efforts or attempts may be performed either directly through personal contact (including, but not limited to electronic and social media means) or indirectly through a third party.

The term "immediate household," as used herein, refers to married couples and other persons residing in the same home. With respect to members, retail customers, and professional account customers which are entities (e.g., corporations, tax exempt entities, trusts, etc.) rather than individuals, "immediate household" means the shareholders, owners, directors, officers, members, trustees, responsible parties, etc. of such entities and persons married to or residing in the same home with the persons who are the shareholders, owners, directors, officers, members, trustees, responsible parties, etc. of such entities.

(b) During the period that this Agreement is in force, and for a period of twelve months after the cancellation or termination thereof for any reason, you and all members of your immediate household are further prohibited from the following:

- (i) Producing any literature, tapes or promotional material of any nature (including but not limited to websites and emails) which is used by you or any third person to recruit Young Living retail customers, professional account customers, or members to participate in a Competing Business Venture;
- (ii) Offering any non-Young Living products, services or Competing Business Ventures in conjunction with the offering of Young Living products, services or income opportunity or at any Young Living meeting, seminar, launch, convention, or other Young Living function.

(c) Violation of any provision of this Section 3.12.1.2 constitutes your voluntary resignation and cancellation of this Agreement, effective as of the date of the violation, and:

- (i) The forfeiture by you of all commissions or bonuses payable for and after the calendar month in which the violation occurred.
- (ii) If Young Living pays any bonuses or commissions to you after the date of the violation, all bonuses and commissions for and after the calendar month in which the violation occurred shall be refunded to Young Living.

(iii) Young Living may seek and obtain both injunctive relief and damages for violations of this Section 3.12.1.2. Young Living, may, at its option, elect to enforce this Policy by lawsuit in a court of competent jurisdiction in Utah rather than by arbitration.

(iv) In addition to being entitled to a refund of bonuses and commissions and to damages as described above, in the event a person or entity violates this Section 3.12.2, Young Living and any Member that experiences an adverse financial impact as a result of such person's or entity's violation of this Section 3.12.1.2. shall be entitled to an accounting and repayment of all profits, compensation, commissions, remunerations or other benefits which the person or entity directly or indirectly receives and/or may receive as a result of, growing out of, or in connection with any violation of this Section. Such remedy shall be in addition to and not in limitation of any damages, or injunctive relief or other rights or remedies to which Young Living is or may be entitled at law or in equity.

(iv) You recognize that the restrictions herein are reasonable and necessary to protect the legitimate business interests of Young Living and other members, and that such restrictions will not prevent you from working or otherwise earning a living.

(d) Violations of this Section 3.12.1.2. are especially detrimental to the growth and sales of other Members' Independent Young Living businesses and to Young Living's business. Consequently, Members who have knowledge that any Member has violated this Policy must immediately report that information to Young Living's Conduct Success Team at [conduct@youngliving.com](mailto:conduct@youngliving.com). The failure of a Member to report such information to Young Living will also constitute a violation of this policy. The names of those reporting violations of this Section 3.12.1.2. will be held in confidence.

### 3.12.2 NONCOMPETITION

If, during the term of the Agreement, you engage in a non-Young Living direct selling program, you will ensure that you operate your sales organization separately and apart from your non-Young Living program. To that end:

- You may not display Young Living promotional materials, sales aids, products, or services ("Promotional Materials") with or in the same location as any non-Young Living Promotional Materials (related to another direct selling program or its products), or in any manner or format that enables a viewer to contemporaneously view Young Living Promotional Material and non-Young Living Promotional Material. For example, you may not present Young Living Promotional Material and non-Young Living Promotional Material on or in the same website, blog, tweet, post, text, brochure, or other printed marketing material, signage, or electronic or other communication.
- You may not offer Young Living programs, opportunities, products, or services to prospective or existing Young Living customers or members in conjunction with any non-Young Living programs, opportunities, products, or services.
- You may not offer any non-Young Living programs, opportunities, products, or services at any Young Living-related meeting, seminar, convention, webinar, teleconference, or other event.

Notwithstanding the foregoing, during the term of the Agreement and for a period of six (6) months after the cancellation, expiration, or termination by either party for any reason of the Agreement, you agree not to directly or indirectly serve in any capacity as a member, representative, consultant, employee, agent, officer, director, shareholder, partner, member, or owner of or with doTERRA International LLC or any parent or affiliate company of this company. This restriction applies to any geographic market which you (or your sales organization) serviced or within which you (or your sales organization) physically worked during the term of this agreement.

Reaching the rank of Diamond and above is very prestigious and requires a significant time commitment to Young Living. Additionally, members who have achieved the rank of Diamond and above are privy to additional Young Living confidential and trade secret information.

To achieve this rank and participate in the Diamond Leadership Bonuses, it is important to be an example in all facets of the Young Living business and be dedicated to Young Living. Accordingly, notwithstanding

the foregoing, during the term of the Agreement and for a period of six (6) months after the cancellation, expiration, or termination by either party for any reason of the Agreement, once you have achieved the rank of Diamond or above, you will not directly or indirectly serve in any capacity as a member, representative, consultant, employee, agent, officer, director, shareholder, partner, seller, distributor, or owner of or with any other multi-level marketing, party planning, or other direct sales company, regardless of the type of products or services offered by that new entity. This restriction applies to any geographic market which you (or your sales organization) serviced or within which you (or your sales organization) physically worked during the term of this Agreement. Any member who has achieved the rank of Diamond and is violating this policy as of July 2<sup>nd</sup>, 2018 will be given a grace period until December 1, 2018 to comply with this policy. Diamond ranking members may, however, purchase products from other multi-level marketing, party planning, or other direct sales company companies solely for their personal use.

You agree that Young Living has a protectable interest in its goodwill, confidential information, and trade secret information. You further acknowledge that any breach of your obligations under Sections 3.12.1.2, 3.12.2, and 3.14 of the Agreement would cause immediate and irreparable harm to Young Living for which monetary damages and other legal remedies could not adequately compensate.

You further acknowledge that the restrictions set forth in Sections 3.12.1.2, 3.12.2, and 3.14 of the Agreement are reasonable and restrict your conduct only to the extent necessary to protect, maintain, and preserve Young Living's business interests. You further warrant that you understand the legal and other consequences of entering into the covenants and agreements contained in Sections 3.12.1.2, 3.12.2, and 3.14 of the Agreement and that the enforcement of these provisions will cause no undue hardship to you. If any restriction contained in Sections 3.12.1.2, 3.12.2, and 3.14 of the Agreement are deemed to be unenforceable by a court of competent jurisdiction, you agree that such court may modify and enforce such restrictions to the extent it believes to be reasonable under the circumstances existing at that time.

### **3.12.3 TARGETING OTHER DIRECT SELLERS**

Young Living does not condone members specifically or consciously targeting the sales force of another direct sales company to sell Young Living products or to become members for Young Living. Nor does Young Living condone the solicitation or enticement of members of the sales force of another direct sales company to violate the terms of their contract with such other company.

### **3.12.4 CROSS-LINE RECRUITING**

Actual or attempted cross-line recruiting or sponsoring is strictly prohibited and will not be tolerated. "Cross-line recruiting" is defined as (i) the enrollment, indirect or otherwise, of an individual or entity that already has a current membership with Young Living, or who has had an Agreement within the preceding six (6) calendar months, within a different line of sponsorship, (ii) training current Young Living members from different lines of sponsorship how to change sponsors in a non-permitted way in order to facilitate their move to your organization; or (iii) aiding, encouraging, or facilitating the actions outlined in (i) or (ii) of this definition. The use of a spouse's or relative's name, trade names, DBAs (Doing Business As), assumed names, corporations, trusts, Federal Tax Identification Numbers, or fictitious identification numbers to circumvent this policy is strictly prohibited.

You may not demean, discredit, or defame another Young Living member, especially in an attempt to entice another member to become part of your marketing organization. Young Living reserves the right to terminate your sales organization for failure to comply with this policy.

### **3.12.5 BONUS BUYING AND STACKING**

Young Living's business model operates on the principle that 100% of sales by Young Living are made to end consumers who are purchasing Young Living products solely on the merits of the products themselves. Any device or scheme whereby a member directly or through a third party causes product to be purchased solely for the purposes of qualifying for bonuses or commissions constitutes fraud on the part of the member and is a violation of this policy. To ensure compliance with local regulations, the following activities are strictly and

absolutely prohibited and may result in the termination of your Agreement:

- Enrolling members without their knowledge
- Signing of the Agreement for another person or entity without their knowledge
- Fraudulently enrolling another person or entity as a member, professional account customer or customer
- Enrolling fake individuals or entities as members, professional account customers or customers
- Providing financial assistance to members, professional account customers, or customers, buying products, or drop shipping through another's account for the purpose of increasing the payout of your business organization
- The use of a credit card, or other similar payment method by or on behalf of another member or customer when that member or customer is not the account holder of such credit card or other payment method account
- Purchasing more product than he or she can reasonably consume or re-sell, in the pursuit of commissions, bonuses or other compensation.

### 3.13 INTERNATIONAL

Compliance with foreign laws regarding intellectual property, data privacy and protection, customs, taxation, literature content, and other direct selling guidelines is critical to successful international expansion of Young Living into new markets. Consequently, you are authorized to recruit and sponsor other members only in countries in which Young Living has approved and that are listed in official Young Living literature, and only when following the policies and procedures of those countries. Unauthorized premarket opening activity may jeopardize Young Living's ability to enter a new market and may result in loss of opportunity for many other members. Because of the severe possible consequences, Young Living may terminate its Agreement with members who engage in unauthorized premarket opening activity. You are not authorized to register product, trade names, trademarks, patents, web domains, or IP addresses in any country for or on behalf of Young Living.

You agree to indemnify Young Living for any such activity of yours that damages Young Living, including, but not limited to, loss of profit, loss of goodwill, any damages, and reasonable attorneys' fees.

If you want to sponsor members in a country officially recognized as open, you must do all of the following:

- Be in good standing in the country of residence.
- Read, understand, and agree to follow the Young Living Policies and Procedures in place for that country.
- Agree to follow all applicable laws of that country.
- Agree to any tax withholdings that may be required for that country.

These Policies and Procedures apply only to sales by members in the United States and sales to customers in the United States. If Young Living authorizes you to sell products to customers in another territory, then there may be additional terms and/or another set of Policies and Procedures to which you agree to be bound. Only products that have been registered for sale in the United States may be promoted and sold in the United States.

Without expanding the foregoing, members may sponsor and/or enroll members globally, but only in countries Young Living has approved. Note that product availability may differ for countries whose residents purchase products on a not for resale (NFR) basis. For open markets, only products that have been registered for sale in that same country may be promoted and sold and such sales must comply with any authorizations by Young Living and terms or policies related to sales in those countries. Members may not import products into any country that are not legally importable or saleable. You agree to follow all laws in any country into which you sponsor members, including, but not limited to, all direct selling laws, all solicitation laws, all advertising laws, all claims laws, all tax laws, and any other laws that apply to operating a business organization in a foreign country.

If you are not a resident of the United States, then you agree that all services you perform in connection with your Young Living business are performed outside the United States. If you perform services within the United States



in connection with your Young Living business, to ensure compliance with federal and state laws and regulations, you agree to and will contact Young Living at [USbusinessstrips@youngliving.com](mailto:USbusinessstrips@youngliving.com) within 30 days of performing such services to report the time you spent in the United States on business activities in connection with your Young Living business.

### **3.13.1 NFR**

In some countries, members may purchase Young Living products on a not-for-resale (NFR) basis as retail customers. If you purchase NFR products, you may not resell them.

If you are not a resident of the United States, then you agree that all services you perform in connection with your Young Living business are performed outside the United States. If you perform services within the United States in connection with your Young Living business, you agree to and will contact Young Living at [USbusinessstrips@youngliving.com](mailto:USbusinessstrips@youngliving.com) within 30 days of performing such services to report the time you spent in the United States on business activities in connection with your Young Living business.

### **3.13.2 ANTI-BRIBERY**

You and your agents, employees, or consultants must not pay or give, or offer or promise to pay or give, any money or anything of value to any government official or employee, political party, or candidate for political office (collectively referred to as “Government Recipient”)—or to any person, while knowing or having reason to know that all or a portion of such money or thing of value will be paid or given to, or offered or promised to, directly or indirectly, any Government Recipient—for purposes of obtaining an unfair advantage or influencing any act or decision of a Government Recipient or inducing a Government Recipient to use his, her, or its influence with the government or instrumentality thereof to affect or influence any act or decision of such government or instrumentality; and you will cause your employees, officers, agents, and sub-consultants to do likewise.

### **3.14 REPACKAGING AND RELABELING**

You may not relabel, alter the labels of, repackage, or refill any Young Living product. Young Living’s products must be sold in their original containers only. Young Living strongly recommends that you do not use Young Living products as ingredients in or components of any product for resale. If a member uses Young Living products as an ingredient of any product for resale, the member is strictly prohibited from using Young Living trademarks or logos in conjunction with selling such product.

Such relabeling or repackaging could result in severe criminal penalties. Violation of this section may subject a member to disciplinary actions as outlined in Section 13.3. Additionally, you agree to indemnify Young Living against any harm resulting from use of Young Living products as an ingredient and the repackaging or relabeling of any of its products.

### **3.15 CONFIDENTIALITY AGREEMENT**

As a member of Young Living, you may be supplied with confidential information such as genealogical and organization reports, customer lists, customer information developed by Young Living or developed for and on behalf of Young Living by members (including, but not limited to, customer and member profiles and product purchase information), member lists, manufacturer and supplier information, business reports, commission or sales reports, marketing strategies and plans, product formulae, product information, and other financial and business information (“Confidential Information”).

All Confidential Information (whether in written, oral, or electronic form) is transmitted to you in strictest confidence on a need-to-know basis for use solely in your sales organization for Young Living business purposes only. In certain instances (for example, with respect to promotional information supplied to high ranking members in advance of the applicable promotions) you may not share such information within your sales organization until the promotion is disclosed to all members by Young Living. You shall keep such information confidential and must not disclose any such information to a third party directly or indirectly. You and your sales organization agree to indemnify Young Living against damages incurred from any and all such unauthorized disclosures caused by you. You must not use or disclose the information to compete

with Young Living or for any purpose other than for promoting Young Living's program and its products and services. You may use and disclose the Confidential Information only in strict accordance with the conditions and restrictions that Young Living may require from time to time at its sole discretion (for example, high ranking members may not disclose promotional information made available early to them to anyone else—including within their team—until Young Living makes such promotional materials generally available to all Young Living members). Upon cancellation, expiration, or termination by either party for any reason of the Agreement, you must discontinue the use of such Confidential Information and destroy or promptly return to Young Living any Confidential Information in your possession. Without limiting your obligations as set forth in this Section 3.15, Young Living may further require a signed nondisclosure agreement before releasing any business information to you.

In the event of the cancellation, expiration, or termination by either party for any reason of the Agreement, the obligations contained in this Section 3.15 survive and are subject to legal enforcement by injunction. You further agree that in the event Young Living prevails in any legal action to enforce its rights under this Section 3.15, Young Living shall be entitled to all costs and reasonable attorneys' fees incurred in enforcing its rights under this Section 3.15.

### **3.16 REPORTING POLICY VIOLATIONS**

You should report any violations of these Policies and Procedures by any member to the Young Living Member Conduct and Education Department by emailing [conduct@YoungLiving.com](mailto:conduct@YoungLiving.com) or calling Member Services at 1-855-429-2616.

### **3.17 AUTHORIZATION TO TRANSFER AND DISCLOSE PERSONAL INFORMATION**

In order to provide support for your sales organization, you authorize Young Living to disclose personal and/or confidential information that you have provided Young Living in connection with your sales organization or that you have developed as a result of your activities as a member. You authorize Young Living to transfer and disclose this information to its parent and affiliate companies, to your support team when necessary to ensure proper support team support to you and your sales organization, and to applicable government agencies or regulatory bodies if required by law. You also authorize Young Living to disclose your personal contact information to members of your team.

You further authorize Young Living to use your personal information for member recognition and marketing materials.

### **3.18 AUTHORIZATION TO TAKE AND USE YOUR PHOTO OR VIDEO**

By becoming a member of Young Living, you consent to having your image captured in photographs or videos at various Young Living-sponsored events by Young Living staff or third party contractor hired by Young Living and to have those images used by Young Living as they see fit in advertising and marketing materials and any other publications either printed or electronic. You will not be compensated for this usage. If you have a religious or moral objection to having your picture taken or appearing in a video, please notify a member of Young Living's staff at the event where photographs and videos are being taken. The provisions of this section will permanently survive the term of the Agreement.

### **3.19 RANK RECOGNITION**

The Young Living Compensation Plan pays compensation based on different ranks and the criteria set forth in that plan. Each month you may qualify for payment according to the rank in which you qualify. Members are recognized by Young Living in various ways and at various times as they achieve certain ranks. Beginning on August 1, 2018, in order to be recognized at and enjoy the perks of a new, higher rank that is Silver or above, you must qualify for that rank (or above) for three consecutive months. You will be recognized as being at that

new, higher rank beginning in the fourth month.

In order to maintain recognition at a rank of Silver or above, after initially qualifying for that rank, you must re-qualify for that rank (or above) again within six months of the last month in which you qualified for that rank. If you fail to re-qualify for a rank for six consecutive months, then you will be recognized at the highest rank you qualified for during that six months period on the seventh month and be required to re-qualify for three consecutive months before you can be recognized at the higher rank again. In August 1, 2018, all Members will be recognized at the highest rank they have achieved as of July 2018 and will be deemed to have initially qualified for that rank, meaning they will not be required to achieve that rank for three consecutive months to be recognized at that rank. To continue to be recognized at that rank, however, they must maintain that rank, as outlined in this section.

### **3.20 NON-EXCLUSIVITY**

As a member you will not be granted an exclusive territory nor required to pay franchise fees. Young Living reserves that right to offer its products and services through any sales channel, including through its professional account program and through other companies (e.g., a direct sales company in China).

## **4: Sponsor's Responsibilities**

### **4.1 SPONSORING**

Members have the right to sponsor other Young Living members. Each prospective member has the ultimate right to choose his/her own sponsor. If two members claim to be the sponsor of the same new member or customer, the new member has the right to choose between the two within the first twenty (20) days. After that time, Young Living will regard the first application received by Young Living as binding.

When sponsoring a new member, you must provide the most current version of these Policies and Procedures, the Compensation Plan and the most current income disclosure statement "IDS" before he/she signs a Member Agreement or ensure that such individual has online access to these materials.

### **4.2 SPONSORING ONLINE**

When sponsoring a new member through the online enrollment process, you may assist the new applicant in filling out the enrollment materials. However, the applicant must personally review and agree to the online Member Agreement, these Policies and Procedures, and the Compensation Plan. You may not fill out the online application and Agreement.

### **4.3 MEMBER AND SPONSOR RESPONSIBILITIES**

As a sponsor, you are expected to train, supervise, and communicate with your team through letters, newsletters, meetings, telephone contacts, voice mail, email, trainings, and by accompanying enrollees to Young Living's training meetings. If you feel you are not getting the necessary level of support from your sponsor, you are encouraged to consult with your next support team leader or call Member Services at 1-855-429-2616. As a sponsor, you also agree to make your contact information (telephone number/email address) available to his/her team for training and support purposes.

You should monitor the members in your team to ensure that they do not make improper product or business claims or engage in any illegal or inappropriate conduct that violates the Agreement.

As you progress through the various levels of leadership, you will become more experienced in sales techniques, product knowledge, and understanding of the Young Living program. In that event, you may be called upon to share this knowledge with lesser experienced members within your team.

## 4.4 NON-DISPARAGEMENT, ANTI-HARASSMENT, AND EMPLOYEE PRIVACY

Members and professional account customers must not disparage, slander or defame Young Living, other members, Young Living employees or officers, or Young Living founders. You, however, may give honest reviews of Young Living products and services, including negative reviews, either verbally or in writing without violating this clause so long as the reviews are accurate, honest, and not misleading. Reviews of Young Living products or services by Young Living members must also not be libelous, harassing, abusive, obscene, vulgar, sexually explicit or inappropriate with respect to race, gender, ethnicity or other intrinsic characteristics.

Young Living also will not tolerate its employees (which, for purposes of this section 4.4 and for the avoidance of doubt, includes Young Living's corporate officers) being harassed, cyber-stalked, or otherwise abused. Young Living asks its members and professional account customers to remember that Young Living employees have personal lives, personal opinions, and privacy outside the bounds of their employment at the company. Employees do not speak for the company when communicating via their personal e-mails, social media pages, phone calls, etc. Even when an employee is speaking in his or her capacity as a Young Living employee, every employee is only human and may at times misspeak or speak imperfectly. Young Living asks its members and professional account customers to exhibit grace not only in their dealings with one another but also when dealing with corporate employees. Members and professional account customers who personally attack or verbally abuse Young Living staff may face disciplinary action under these Policies and Procedures. In addition, members and professional account customers of all ranks are expected to follow the appropriate corporate channels for resolving account issues or providing feedback (e.g. customer service teams, Diamond Support, etc.) rather than attempting to contact Young Living employees directly through improper channels.

Violations of this Section constitutes a material breach of the Member Agreement and may result in Young Living terminating its Member Agreement with the breaching Member.

## 4.5 PRIVACY

You must safeguard and protect all private information provided to you by members, professional account customers, and customers in the operation of your business organization in accordance with the Young Living Privacy Statement available at [youngliving.com](http://youngliving.com). You may not sell any of the private information or otherwise retain, use, or disclose the private information for purposes outside of the business relationship contemplated by this Agreement. Additionally, you agree to use and store the private information according to the following data storage guidelines:

- Store hard copies of the private information in a secure location where only you can access it, in a locked cabinet if possible.
- View electronic copies of the private information only on password protected computers, laptops and devices, to which you have exclusive access.

Take reasonable security precautions on devices on which you store and process private information such as antimalware software and up to date software patches.

In cases where saving electronic documents is necessary, save private information to password protected computers, laptops and devices to which you have exclusive access and do not save any private information to any unencrypted portable storage device i.e. memory sticks, external hard drives, etc.

# 5: Advertising

## 5.1 USE OF YOUNG LIVING MATERIALS

To prevent inadvertent errors or illegal claims, you should strive to use the current Young Living materials, literature, and official claims and text when advertising and describing Young Living's products or programs. The materials must be used in context so as not to be misleading.

## 5.2 MEMBER-DEVELOPED ADVERTISING MATERIALS AND PRODUCTS

If you choose to produce or use advertising materials that were not developed by Young Living, you must clearly identify that the material is from an “Independent Member” or “Independent Distributor” and not Young Living. You should not use Young Living logos or trademarks without written authorization, with the exception of any logos provided specifically for members on the Virtual Office.

Any use of advertising materials not produced by Young Living must be compliant with all applicable laws and these Policies and Procedures—particularly Section 5.3. Such material must be produced in a professional and tasteful manner. Material must not be used that reflects poorly upon Young Living. Violations may subject a member to disciplinary actions as outlined in Section 13.3.

## 5.3 ADVERTISING CLAIMS AND REPRESENTATION

### 5.3.1 PRODUCT CLAIMS

Product claims are limited to the specific claims that appear in the product promotional materials prepared by Young Living for the Canadian market. Claims that are made for the products in other countries, such as the United States, are not permitted to be made in Canada. Distributors who violate this provision will be subject to compliance action up to and including termination of their distributorship. Distributors who make unauthorized, illegal or misleading claims also expose themselves to prosecution for violation of Canadian law.

You are prohibited from making inaccurate and impermissible claims about any Young Living products. In particular, you must not make any claim that Young Living products are intended for use in the diagnosis, cure, mitigation, treatment, or prevention of disease. You must also avoid making any statements and claims that are false or misleading concerning Young Living’s products. You must comply with all laws, both provincial and federal, regarding any statements made.

You also must not diagnose any disease or disease condition or prescribe any Young Living product unless you are a licensed medical professional authorized to do so. Anyone improperly diagnosing or prescribing Young Living products may jeopardize the future of Young Living and all of its members and may therefore have his/her sales organization terminated.

### 5.3.2 INCOME CLAIMS

You are prohibited from making any income projections to prospective members that may create false or misleading expectations. In their enthusiasm, some members are occasionally tempted to represent hypothetical income figures based upon the inherent power of network marketing as actual income projections. This is counterproductive since new members may be disappointed if their results do not meet their expectations. The income potential of a Young Living member is great enough to be highly attractive in reality without resorting to artificial and unrealistic projections.

Young Living has prepared an Income Disclosure Statement (IDS) designed to convey truthful, timely, and comprehensive information about the typical income that its members have earned in the prior year.

A copy of the most recent IDS is available online at [YoungLiving.com/IDS](http://YoungLiving.com/IDS). Any time that you present or discuss the Compensation Plan or make any type of income or earning representation about the Compensation Plan, you must provide any prospective members with a copy of the IDS. Income and earning representations include:

- Claims of actual, average, or projected earnings under the Compensation Plan
- Income testimonials
- Claims about achieving an improved lifestyle (e.g., claims about affording large homes, luxury cars, and exotic vacations)

- Hypothetical examples of earnings under the Compensation Plan

In any nonpublic meeting (e.g., a home meeting, one-on-one regardless of venue) with a prospective member(s) in which the Compensation Plan is discussed or any type of income claim is made, you must provide the prospect(s) with a copy of the IDS. In any meeting that is open to the public in which the Compensation Plan is discussed or any type of income claim is made, you must provide every prospective member with a copy of the IDS. You must also display at least one 3-foot x 5-foot poster board in the front of the room in reasonably close proximity to the presenter(s) and/or continuously display a slide of the IDS throughout the duration of the Compensation Plan discussion or while making an income claim in any meeting in which any type of video display is utilized (e.g., monitor, television, projector, etc.).

Members will clearly state in all presentations to prospective Members the following:

- (a) No Product purchase is required of anyone at any time to participate as a Member, move up in rank under the program or earn commissions or bonuses thereunder.
- (b) Commissions will not be provided solely for sponsoring a new Member.

### **5.3.3 COMPENSATION PLAN CLAIMS**

When presenting or discussing the Compensation Plan, you must make it clear to prospective members that financial success with Young Living requires commitment, effort, and sales skill. Conversely, you must never represent that individuals can be successful without diligently applying themselves. Examples of misrepresentations in this area include:

- It's a turnkey system.
- The system will do the work for you.
- Just get in and your team will build through spillover.
- Just join and I will build your team for you.
- The company does all the work for you.
- You don't have to sell anything.
- All you have to do is buy your products every month.

The above are just examples of improper representations about the Compensation Plan. It is important that you do not make these or any other representations that could lead a prospective member to believe that he or she can be successful as a Young Living member without commitment of time and work effort. Members shall make clear to prospective Members that profits are not guaranteed and that the Compensation Plan is based upon sales of Products.

### **5.3.4 GOVERNMENTAL APPROVAL OR ENDORSEMENT**

Provincial and federal regulatory agencies and officials do not approve or endorse any direct selling or network marketing companies or programs. Therefore, you may not represent or imply that Young Living or its Compensation Plan have been "approved," "endorsed," or otherwise sanctioned by any government agency.

### **5.3.5 INDEMNIFICATION FOR UNLAWFUL ADVERTISING STATEMENTS**

You are fully responsible for all verbal and written statements you make regarding Young Living products, services, and the Compensation Plan that are not expressly contained in official Young Living materials. You agree to indemnify Young Living and Young Living's directors, officers, members, shareholders, managers, employees, and agents, and hold them harmless from any and all liability, including judgments, civil penalties,

refunds, attorneys' fees, court costs, or lost business incurred by Young Living from any liability arising from or related to your actions in the promotion and operation of your sales organization. This provision will survive the termination of the Agreement.

## 5.4 TESTIMONIALS AND MEETINGS

At member-sponsored meetings, members should not arrange for a disease-cure, disease prevention, or disease-treatment testimonial, as described in Section 5.3. Nor should any disease cure, disease-prevention, or disease-treatment testimonial be given at any such meeting. If there is an impromptu disease-cure, disease-prevention, or disease-treatment testimonial from someone, the leading member should redirect the discussion by saying something to the effect of, "Young Living supplements are designed to improve nutrition; they are not intended to diagnose, treat, cure, or prevent any disease. However, scientific research has established a connection between nutrition and many disease conditions."

Third-party scientific literature that is compliant with local, provincial and federal law may be distributed at a meeting but must be placed separate and apart from promotional material.

You must take every precaution to ensure that any testimonials you use are legal.

- Testimonials must be limited to the specific claims that appear in the product promotional materials prepared by Young Living for the Canadian market.
- Any testimonial must comply with all applicable laws, such as the **Food and Drugs Act** and its Regulations and the **Competition Act**.

## 5.5 TRADEMARKS AND COPYRIGHTS

The name Young Living, Young Living Essential Oils, YL, YLEO, and all other names that may be adopted by Young Living or its subsidiary or affiliate companies or used by those entities as trade names, product brand names, trademarks, logos, slogans, hashtags, web addresses or URLs are herein referred to as "Young Living Trademarks" and are owned by Young Living.

During the term of your Young Living membership, and only during that term, you are authorized to (i) copy and use the photographs made readily accessible on Young Living's Flickr® page (or other future-used free websites or services), the text of product and service descriptions provided by Young Living, and the videos posted to Young Living's online video sites (e.g., Young Living's Vimeo® and YouTube® pages) and (ii) use, except as prohibited herein, Young Living's Trademarks (excluding Young Living's company logos) solely in connection with the development of online and printed materials for use in building and managing your Young Living sales organization. You may not, however, use these copyrighted materials or the Young Living Trademarks in connection with any activity outside of the scope of your membership without Young Living's written authorization nor may you sell materials containing these properties (e.g. marketing materials (including physical or electronic), essential oil accessories, swag, software or mobile apps, branded merchandise, books, brochures, movies, or other products that you sell to others (including other Young Living Members)), directly or indirectly. Upon termination or cancellation of your membership, this license will automatically terminate, and you must immediately cease all use of Young Living Trademarks, text, photographs, and video.

You are prohibited from applying for, owning, or registering any Young Living Trademark, in whole or in part, or any confusingly similar mark as a trademark in any jurisdiction in the world. In the event you do so or have done so, you hereby agree to assign, at no cost, the trademark registration or application to Young Living within ten days of Young Living's written request.

You are prohibited from using any Young Living Trademark (or confusingly similar terms) in connection with any online paid marketing program or effort, including, pay-per-click online advertising, Google AdWords, paid social ads, video content, content syndication, and display marketing.

## 5.6 DOMAIN NAMES AND EMAIL ADDRESSES

You may not use, register, or own any Internet domain name either in the U.S. or abroad that includes any of Young Living's trade names, trademarks, service names, service marks, product names, company names, or any derivative thereof. Nor may you incorporate or attempt to incorporate any of Young Living's trade names, trademarks, service names, service marks, product names, the company names, or any derivative thereof into any email address. In accordance with this policy, all existing member-owned domain names that violate this provision will be expected to be brought into conformance within three months of notification of a violation by Young Living. In limited circumstances, an infringing domain name or email address registration may be allowed to exist upon the signing of an annual trademark license agreement with Young Living, which will also carry a license fee. Such license agreements may be offered, withdrawn, or modified by Young Living at its own discretion at any time, and those members with nonconforming domain name registrations who do not make such an agreement with Young Living will be expected to transfer those registrations to Young Living within the three-month time period noted above.

## 5.7 INTERNET POLICY

Many members will use the Internet to further their businesses using websites, blogs, social media, etc. (collectively "Member Sites"). Member Sites used to promote Young Living, Young Living products, or Young Living events must display a current Young Living Independent Member logo (as described in Section 5.2) in a prominent location. Member Sites must further include the member's member number.

Member Sites may include current product descriptions, photographs, videos, and other media made available to members by Young Living (e.g., through the official Young Living website, the Virtual Office, or the Young Living Flickr® account). These sites may not (a) use Young Living's trade address; (b) make any improper product, income, or compensation plan claims, as outlined in Section 5.3; (c) promote the products or business of any other company; or (d) contain false or misleading information. Members are responsible to ensure that all users of their Member Sites comply with these requirements.

Member Sites may, at Young Living's sole discretion, be monitored by Young Living. Failure to monitor Member Sites for any period of time does not waive Young Living's rights to enforce the provisions of this section.

When using social media, members may not use as their username, account name, or other identifier (collectively "Username"), any of Young Living's trade names or company names, or any other name that may be confused with Young Living Essential Oils or suggest Young Living's sponsorship thereof. Usernames may, however, include the name "Young Living," if they also include "Independent Member" or a similar identifier that effectively distinguishes it from a Young Living corporate account.

## 5.8 INTERNET CLASSIFIED AD SITES, AUCTION SITES, SHOPPING SITES, OR ORDER FULFILLMENT STORES RESTRICTED

As a general rule, Members and Professional Accounts may not sell or display Young Living products on any Internet classified ad site (e.g., Craigslist, etc.), auction site, shopping site, or order fulfillment store (e.g., eBay®, Amazon®, OrderDog™.com, Overstock®.com, De remate.com etc.). Further, members may not (1) enlist or knowingly allow a third party to sell Young Living products on any Internet classified ad site, auction site, shopping site, or order fulfillment store or (2) sell products to a third party that the member has reason to believe will sell such products on any Internet classified ad site, auction site, shopping site, or order fulfillment store. Young Living reserves the right to grant specific permission at Young Living's sole discretion to allow exceptions to this section provided the member has registered the online seller name and member number with Young Living. Members and Professional Accounts may continue to sell Young Living products on their individual URL's and independent distributors' retail sites provided they register their URL with Young Living and prominently display the independent distributor logo and their member number on the URL.

Young Living reserves the right to strictly prohibit, monitor, charge a fee, and take all enforcement efforts necessary, including, but not limited to, termination of an online seller's member account if the member is in



violation of any laws, regulations, and these policies and procedures. Young Living shall be entitled to all and reasonable attorneys' fees and related costs incurred in enforcing its rights in any action in which it is found that you violated the terms of this provision.

## 5.9 TELEPHONE AND EMAIL SOLICITATION

You may not use Young Living's name or copyrighted materials with automatic calling devices or "boiler room" operations to solicit potential members. In addition, any email messages distributed to solicit for your business must conform to applicable Canadian anti-spam legislation and contain appropriate opt-out provisions for the recipient. Failure to opt respondents out of your email may subject you to the disciplinary action outlined in Section 13.3. You may not opt out for another member in your organization.

You may not engage in telemarketing to promote Young Living products or the Young Living opportunity or to solicit potential members. For purposes of this Section, telemarketing refers to placing of one or more outbound telephone calls to an individual without that individual's express prior permission or invitation to call. If you violate this policy, you agree that you will indemnify Young Living and Young Living's directors, officers, members, shareholders, managers, employees, and agents and hold them harmless from any and all liability, including judgments, civil penalties, refunds, attorneys' fees, court costs, or lost business incurred by Young Living as a result of your telemarketing activities.

## 5.10 YOUNG LIVING PERSONAL WEBSITES

Young Living offers a personalized website to assist in your marketing efforts. You should contact Member Services at 1-855-429-2616 for more details or log in to your Young Living Virtual Office [https://www.youngliving.com/en\\_CA](https://www.youngliving.com/en_CA) for more information. You should be advised that by using a Young Living website, your contact information will become available to the public so that they may contact you with questions. Young Living will not be held responsible for any unintended or adverse consequences of this service.

## 5.11 COMMERCIAL OUTLETS

Subject to the provisions of Section 5.12, you may display Young Living products in commercial outlets that, in Young Living's sole discretion, are not large enough to be considered regional or national chains.

## 5.12 MINIMUM ADVERTISED PRICE

You may establish the price at which you resell Young Living products, as long as such sales are within the policies outlined in this Agreement. However, certain advertisements can threaten healthy competition of essential oils and wellness products, can reduce sales of Young Living products, and can cheapen the image that Young Living has worked hard to develop. Advertising with such potential effects is not acceptable to Young Living.

You may not directly or indirectly advertise Young Living products for less than the 10% above the current Canadian wholesale prices (which are kept current on the official Young Living website) in any advertisement or promotional material that appears outside of a retail premises, including, but not limited to, Internet, newspaper, magazines, catalogues, billboards, and direct mail.

Young Living will decide in its sole, unilateral discretion whether media advertising directly or indirectly advertises Young Living products at less than 10% above the current Canadian wholesale price. The following are meant to be non-exhaustive illustrations of advertising violations: bundling and value-added offers, promotion code advertisements that result in lower-than-current U.S. wholesale prices, "add to cart to see pricing," couponing advertisements that result in lower than 10% above wholesale pricing, and rebate advertisements that result in lower than 10% above wholesale pricing.

Notwithstanding the policies in this Section 5.12, members may only offer up to \$25.00 in enrollment incentives (e.g. Young Living product credit, gift cards, or a gift), plus additional reference materials as desired as incentives to new enrollees or reactivated members. No other discount, promotion, or incentive can be associated with new enrollees and reactivated members.

Violations of this policy constitute a material breach of the Agreement and will result in disciplinary action under Section 13.3.

## 5.13 TRADE SHOWS AND EXPOSITIONS

Subject to the requirements in this Agreement, you may display and sell Young Living products at trade shows and expositions. All literature displayed at the event must be official Young Living literature, and you must clearly identify yourself as an Independent Distributor or Independent Member.

## 5.14 MEDIA INQUIRIES

Do not attempt to respond to media inquiries regarding Young Living, its products or services, or your sales organization. All inquiries by any type of media must be immediately referred to the Young Living Member Conduct and Education Department. This will ensure that accurate and consistent information reaches the general public.

# 6: Sales Requirements

## 6.1 PRODUCT SALES AND SALES RECEIPTS

The Compensation Plan is based upon the sale of Young Living's products and services to end consumers. You must fulfill specified personal and team sales requirements (as well as meet other responsibilities set forth in these Policies and Procedures) in order to be eligible for bonuses, commissions, and advancement to higher levels of achievement. The following sales requirements must be satisfied in order for you to be eligible for commissions:

- You agree not to stock excessive inventory and to abide by the 70% rule, which is that 70% of your inventory intended for sale has been sold prior to ordering more. A minimum of 70% of your orders must be sold to customers before you purchase additional products. The sales volume consumed by your personally enrolled customers will be included with the sales determining compliance with the 70% requirement. You may not purchase additional product until at least 70% of the previous order has been sold to end consumers. By ordering product, you certify that you have sold or used at least 70% of all prior orders.
- Independent Members will comply with applicable consumer protection laws and regulations (including any consumer rights to receive specific notices and any rights to return product afforded consumers under applicable Provincial consumer protection legislation).
- When making a sale to an end customer, Members must provide him/her with an official Young Living retail receipt at or prior to the time of the initial sale and every sale thereafter. These sales receipts set forth (i) the consumer protection rights afforded by applicable Provincial and Territorial law for direct sales, including the right to cancel (without any reason) the sale contract up to 10 days after the end customer receives a copy of the contract, and (ii) Young Living's thirty (30) day return policy. Copies of the receipt can be found on Young Living's corporate web site: [https://www.youngliving.com/en\\_CA](https://www.youngliving.com/en_CA). Members must duplicate the form and provide one to the retail customer and retain a copy for their records. There are two sets of receipts: one for Quebec, another for the remaining twelve provinces and territories. You should maintain copies of all such sales receipts for a period of six years and furnish them to Young Living at Young Living's request.
- Young Living will maintain records documenting the purchases by distributor's customers and direct purchases by customers.

## 6.2 NONMEMBERS

You may personally sell Young Living products to nonmembers. Online sales, however, are governed by Section 5.8.

## 6.3 CUSTOMERS AND SALES REQUIREMENTS

Nonmember and customer orders satisfy customer sales requirements.

## 6.4 EXCESSIVE PURCHASES OF INVENTORY PROHIBITED

Members will not encourage their team or any other member to make unnecessary product purchases that could result in a large stagnant inventory. This is called “front-end loading” or “inventory loading” and refers to the purchase of products that are stored, destroyed, or otherwise disposed of without being consumed, not merely purchased and warehoused. Members and leaders may consume their products in reasonable quantities, and otherwise must sell their products to people who will consume them. If any member is found to be buying to meet qualifications within the Compensation Plan with no provable business building, Young Living reserves the right to put the member account on hold until it can fully investigate the qualification buying.

# 7: Commissions and Bonuses

## 7.1 COMMISSIONS AND BONUS CHEQUES

To qualify for commission compensation under the Compensation Plan, you must have purchased product within the last 12 months and be in compliance with the Agreement with no holds on your member account. Commissions will be paid in accordance with the Compensation Plan, the current version of which is available through the Virtual Office [https://www.youngliving.com/en\\_CA](https://www.youngliving.com/en_CA) As long as you comply with the terms of the Agreement, Young Living will pay commissions on approximately the 20<sup>th</sup> of each month for the prior month’s sales. Commission amounts under \$25 will not be issued as a cheque but retained as a credit on account for future product purchases. You may also elect to have commissions paid via direct deposit to a bank account subject to the same rules as above. Direct deposit will be permitted based on policies determined by Young Living. Contact Member Services for more information at 1-855-429-2616.

Leaders will be required to actively meet leadership requirements defined by Young Living to qualify for their commission bonuses. For more information see the Compensation Plan.

## 7.2 RECAP STATEMENTS

You may access detailed commission reports from the Virtual Office at [https://www.youngliving.com/en\\_CA](https://www.youngliving.com/en_CA). If you do not have Internet access, you may request that the report be faxed or mailed to you for a small fee.

## 7.3 ADJUSTMENTS

You agree that adjustments will be made to your commission cheque for any processing fees, unpaid balances, or debts owed for other services. When a product is returned to Young Living for a refund or is repurchased by Young Living, the bonuses and commissions attributable to the returned or repurchased product(s) will be deducted from any future commission cheques, including that of the support team. Any other debt may be offset against commission cheques.

## 7.4 DEDUCTIONS/MAINTENANCE FEES

A monthly maintenance fee is assessed each month and is used to cover accounting, processing, account maintenance, and other costs. The fee may be tax deductible, so consult your personal tax advisor for details. A current maintenance fee schedule is posted on the Virtual Office.

## 7.5 ERRORS OR QUESTIONS

You should review your Commission and Bonus Recap statements and report any errors or discrepancies to Young Living within 45 days from the date on the cheque. Errors or discrepancies that are not brought to Young Living’s attention within 45 days will be deemed waived.

## 7.6 COMMISSION AND BONUS CHEQUES

Young Living attempts to ensure that cheques are sent to the proper address (the address on record with Young Living). If, after 90 days from its issue, a compensation cheque is not cashed, it will be voided and the amount credited to your account. If left unused for the applicable required statutory period, the credited amount in your account from the voided cheque will be submitted to the government in the province of your last known address in accordance with applicable unclaimed property laws.

## 7.7 REISSUE REQUESTS

There is a \$35 service charge for reissuing a cheque. This charge will be deducted from the balance owed to the member.

# 8: Ordering

## 8.1 ORDERING METHODS

All members may place orders by telephone, fax, mail, website, live chat, or through the Young Living Essential Rewards Autoship Program.

### 8.1.1 PHONE

When ordering, modifying account information, or accessing your account by phone, be prepared to present all information requested on the Young Living order form, including member number and personal identification number (PIN). Live operators are available Monday through Saturday from 5 a.m. to 10:00 pm mst, and by live chat Sunday from 05:00 am – 10:00 pm MST Hours may be subject to change. For current hours, visit YoungLiving.com and click on the “Contact Us” link., credit card, debit card, or prepaid card.

### 8.1.2 MAIL

When ordering by mail, send completed order form with payment to:

Young Living Canada  
Alberta Experience Centre  
Unit 142, 701 – 64 Avenue SE  
Calgary, Alberta T2H 2C3  
Canada

Payments may be made by credit card, cashier’s cheque, money order, or personal cheque. Please do not send cash.

### 8.1.3 YOUNG LIVING WEBSITE

The Young Living website makes ordering and accessing information online quick and easy. Available 24 hours a day, 7 days a week, the website allows you to place online orders. You will need your member number and password (which should be kept confidential) to establish a login and security code (four-digit PIN) at YoungLiving.com. You must keep your PIN secure and order only on your own account.

### 8.1.4 LIVE CHAT

Orders may be placed through the live chat service available through the Young Living website if available for each specific country.

## 8.2 ESSENTIAL REWARDS AUTOSHIP PROGRAM

The Young Living Essential Rewards Autoship Program enables you to conveniently have Young Living products automatically shipped to you each month. Through this optional program you can earn free products and qualify for members-only specials. An Essential Rewards order is entirely optional.

Participation in this program is not required to join as a Member, earn commissions or bonuses under the compensation plan or to move up in rank in the plan. You may learn more and sign up for the Essential Rewards Autoship Program in the Virtual Office ([www.YoungLiving.com/en\\_CA](http://www.YoungLiving.com/en_CA)) or by contacting Member Services at 1-855-429-2616 or [canadacs@youngliving.com](mailto:canadacs@youngliving.com).

It is advised that the Autoship order be set up to be processed between the 1st and 20<sup>th</sup> of each month. No Autoship ordered will be processed after the 29<sup>th</sup> of the month. The earlier the order, the easier it is to solve any disputes with the payment and out-of-stock products. Young Living cannot be held responsible for orders that are not processed due to member payment obligation. If certain product are out-of-stock, Young Living will send an alternate product to the member when feasible. If the member is not satisfied with the alternative product, the member may return the product pursuant to Young Living's return policy or exchange the product for an item of equal value.

## 8.3 GENERAL ORDERING POLICIES

Orders with invalid or incorrect payment types, or anything else that may prevent Young Living from placing the order, Young Living will attempt to contact you by phone or email to correct the order. Young Living will make attempts to correct the order within 15 days, not to exceed the 4<sup>th</sup> day of the following month. If these attempts are unsuccessful, the order will be cancelled.

For orders to be counted in a given month, they must be received and accepted on or before the last day of the month. Changes made to pending orders that have not yet shipped will keep the original date the order was entered. This may affect commission qualification.

If an item ordered is out of stock or discontinued, Young Living will attempt to contact you by phone or email so that you may select an alternative item, if qualifications are negatively affected. If we are unable to contact you or do not receive a response from you within two business days, Young Living will remove the item and process the order. It is your responsibility to verify that the products in your order are available when shipped. No COD orders will be accepted.

Payment plans are not allowed when purchasing product. The balance may be paid with different credit cards but must be paid in full before the order will be shipped.

### 8.3.1 BACK ORDERS

Young Living may offer back orders. Back ordered products will be shipped with your next order after the product becomes available. Shipping is charged on all back orders.

### 8.3.2 MONTH-END ORDER PROCESSING CUTOFF

The month-end order processing cutoff is the last calendar day of the month at 11:59 p.m., Mountain Time. Faxed orders must be received by the last day of the month. All mailed-in orders must be post marked by the last day of the month and received within the next three business days of the following month. If not received within the following three business days, the orders will be credited to the following month. All days are considered business days except for Sunday and holidays when the mail is not delivered or when the Young Living office is closed. The fax line and the website are available 7 days a week, 24 hours a day, making it possible to place all orders by the end of the month. Only mail-in orders fall under the three-day business exception.

## 9: Shipping

### 9.1 SHIPPING METHODS AND CHARGES

Domestic orders are generally shipped within two business days (excluding weekends and holidays). A packing slip is included in each shipment. It contains the order number, member number and name, product code, product name, price, and the amount and method of payment. Members should keep these packing slips for personal accounting records. Package tracking is available through most major carriers.

### 9.2 SHIPPING DISCREPANCIES

When you receive an order, you should check the products against the packing slip to make certain there is no discrepancy or damage. Please notify Young Living of any shipping discrepancies or damage as soon as possible. Failure to notify Young Living of any shipping discrepancy or damage within five business days of receipt of shipment will forfeit your right to request a correction.

The Return Merchandise Authorization (RMA) number is required for the processing of all shipping discrepancies or damage claims. If the RMA number is not included, Young Living will not process shipping discrepancies, issue credits, or replace damaged products. The RMA is included in each order when packaged for shipping.

To correct any problems you may have encountered with your shipments, please contact Member Services. A Member Services representative will discuss the steps to rectify the situation and issue a Return Merchandise Authorization (RMA) number.

## 10: Payment

### 10.1 METHODS OF PAYMENT

Young Living accepts the following payment methods:

- Credit Cards, Debit Cards, and Prepaid Cards—VISA, and MasterCard. Using someone else's credit card without his/her written permission is illegal and may be grounds for termination of your sales organization as well as possible legal action.
- Money Orders or Cashier's Cheques (mail-in orders only).
- Personal Cheques (mail-in orders only).

### 10.2 RETURNED CHEQUES AND INSUFFICIENT FUNDS

You are responsible to ensure that sufficient funds are available in your account to cover regular orders and Autoship orders. If a personal cheque is returned for non-sufficient funds (NSF), you will not be able to place orders using personal cheques until the balance is paid with a credit card or a money order. An NSF cheque will be sent to a collection service, appropriate processing fees will be charged, and your account will be placed on suspension. Failure to promptly resolve an NSF cheque may result in legal action and possible termination of your sales organization. Any uncollected amount may be deducted from commissions.

### 10.3 COMMISSION CHEQUE RELEASE FORM

You may choose to retain your commissions and bonuses (all or in part) in the form of a credit on your Young Living account. This credit would be used against future product purchases, in accordance with Section 7. A Commission Cheque Release Form must be received and approved by Young Living before your compensation cheque can be issued as a credit on account.

# 11: Product returns

## 11.1 RETURN POLICY

Young Living reserves the right to review each return or exchange on a case-by-case basis. Returns will cause promotions, credits, commissions, and bonuses to be adjusted or reversed, both for the person making the return and for any support team members who received compensation on such purchases.

### 11.1.1 RETURN GUIDELINES

If you are dissatisfied with any Young Living product, you may return:

- Any unopened product within 30 days after shipment for a full refund in the same method of payment of the purchase price and applicable sales tax (less shipping charges).
- Any opened product within 30 days after shipment for a credit on your Young Living account of the purchase price and applicable sales tax (less shipping charges).
- Any opened or unopened product up to 90 days after shipment for a credit on your Young Living account of the purchase price and applicable sales tax (less shipping charges and a 10% handling fee). The credit applied for opened product will be based on the percentage of the product returned. For example, if you return 50% of a product, then a credit of 50% (less shipping charges and a 10% handling fee) will be applied to your Young Living account.

If you sell product to nonmembers, you are required to provide the same return policy to the nonmember as outlined in this Section 11.1. You are also responsible for returning the product to Young Living within 10 days of receiving the return from the nonmember. Young Living will not provide refunds on or accept returns directly from nonmembers. Excessive returns may be deemed an abuse of Young Living's return policy and may result in suspension of your return privileges and/or sales organization. Damaged or incorrect shipments of products will not be subject to fees. If you are returning NFR products bought for personal use, please refer to the return policy of the United States Policies and Procedures.

### 11.1.2 RETURNS OF INVENTORY BY MEMBERS

If you choose to terminate the Agreement, you may return any product inventory or sales aids purchased in the preceding 12 months for a refund if you are unable to sell or use the merchandise.

You may return only products and sales aids that are in resalable condition, unless otherwise required by law. Resalable condition is defined as the same unopened condition as it was purchased new.

You must return the products to Young Living, prepay the shipping charges, and include a letter explaining that you wish to terminate the Agreement and receive a refund. Upon receipt of the products, you will be reimbursed 90% of the net cost of original purchase price, less shipping charges.

Young Living will deduct from the reimbursement any commissions, bonuses, or other incentives received by you as a result of the product you are returning. If your account is terminated, you have 90 days from the date of termination to make arrangements with Young Living regarding the repurchase of all returnable products. You acknowledge that you will be unable to return products more than 90 days from the date of termination.

### 11.1.3 PRODUCT BUNDLES AND COLLECTIONS

All Young Living product bundles and product collections must be sold as a whole unit. Members are prohibited from selling individual items from product bundles and product collections separately and promoting such activity within the member's business organization.

Any product bundle and/or collection returned to Young Living must be complete; otherwise, the bundle and/or collection will not be eligible for an exchange or refund. No individual items from a bundle and/or collection will be eligible for a refund.

## 11.1.4 RETURN OF PROMOTIONAL PRODUCT(S)

For any complimentary item(s) received by the purchaser via a qualifying purchase or through the buy-one-get-one-free promotion or other promotion, returns will be handled as follows:

- If a qualifying purchase is returned in whole or in part and negates your qualification to receive the complimentary promotional item(s), the complimentary item(s) must also be returned, or you will be charged for the free product(s).
- If one of the promotional products is returned, Young Living will not credit the member, as Young Living will assume the returned item(s) is the promotional product(s). If all promotional products are returned, Young Living will credit the member for the product purchased.

## 11.2 PROCEDURES FOR RETURNS

The following procedures apply to all returns for refund, repurchase, or exchange:

- The customer or member who purchased it directly from Young Living must return the products.
- The product(s) must be returned in its original container.
- The return must have a Return Merchandise Authorization number (RMA) that may be obtained by calling Member Services at 1-855-429-2616, by emailing [Canadacs@YoungLiving.com](mailto:Canadacs@YoungLiving.com), or by submitting the request via Young Living's live chat services. The RMA number must be written on the outside of each package, or the shipment will be returned to the sender.
- All returns must be shipped prepaid to Young Living. Young Living does not accept COD packages.
- If returned product is not received by Young Living's distribution center, it is the responsibility of the member to trace the shipment. Young Living is not liable for items lost or damaged in transit.
- Volume for exchanges will be counted in the month the exchange transaction was made.
- No refund will be made for subsequent returns of the same product, except when the product is damaged or defective. Credits will be issued when Young Living has processed the return.

# 12: Member Account Management

## 12.1 CHANGES TO A MEMBER ACCOUNT

You must immediately notify Young Living of all changes to the information contained on your Member Agreement. You may update your existing information by submitting a written request indicating the changes by email to [custserv@YoungLiving.com](mailto:custserv@YoungLiving.com), by live chat, or by making such changes in the Virtual Office ([YoungLiving.org](http://YoungLiving.org)). The modifications permitted within the scope of this paragraph do not include a change of sponsor or tax information. Sponsors and enrollers are not allowed to request account changes or relay such requests.

### 12.1.1 SPONSOR CHANGES

To protect the integrity of all marketing organizations and to safeguard the hard work of all members, Young Living strongly discourages changes in sponsorship. Young Living recognizes, however, that extenuating circumstances may exist that necessitate a change in sponsorship. Therefore, a request for sponsorship change will be considered only under the following circumstances:

- Only one (1) free sponsor/enroller change request can be made within the first thirty (30) calendar days of enrollment with the approval of the member OR current enroller. Sponsor/enroller change requests may be made directly over the phone if within the first five (5) calendar days of registration. After five (5) calendar days, but within 30 days, the request must be submitted in writing via mail, email, fax, or other method or form required by Young Living. Requests submitted via email should be sent to [resolutions@youngliving.com](mailto:resolutions@youngliving.com). The email or form must come directly from the new member or the new member's enroller and must be sent



from the email address on file with Young Living. Requests cannot be submitted by another member, even in the form of a forwarded email.

- Sponsor changes must be made prior to the end of the last calendar day of each month to be recognized in that month. If the Sponsor change is submitted after the last calendar day of the month but within the 30 days of enrollment, the Sponsor change will not be recognized until the following month. Young Living will not be responsible for a delay in sponsor change due to the timeliness of the submission of a sponsor change request as outlined herein and within the thirty (30) days. If within the thirty (30) days both the enroller and the team member submit a request for a sponsor/ enroller change, the team member's request will always take precedence. Only newly enrolled members and reactivating members are authorized to request any sponsor change for their individual accounts within thirty (30) days of the enrollment or reactivation. Such changes cannot be made at the request of support team or family members.
- Under exceptional extenuating conditions, a member may request a sponsor change after the thirty (30) days of enrollment by completing a Three Active Support Team Approved Sponsor Change Request Form and submitting a nonrefundable \$35 processing fee to Young Living via mail at Young Living Essential Oils, LC, Attn: Resolutions, 3125 West Executive Parkway, Lehi, UT 84043; or via email at [resolutions@YoungLiving.com](mailto:resolutions@YoungLiving.com) or via facsimile at 1-801- 418-8800. "Three Active Support Team" is defined as the three (3) members in the member's support team that have generated 100 PV actively for six (6) consecutive months. The nonrefundable \$35 processing fee must be paid either by cheque or credit card and will not be refunded upon a denial of a sponsor change request. Young Living will not consider a sponsor change until it receives all documentation with the required signatures.
- If one of the support team members does not respond within a period of sixty (60) days, the member may request to be moved under the sponsor of their choice. The member must demonstrate that they have made a good faith effort to contact all three support team sponsors. The good faith effort will require the member to provide enough evidence to prove they have tried for a period of sixty (60) days to contact the support team member via email, certified mail, etc., and the support team member has ignored or has been nonresponsive to the request. The evidence must be submitted to the Conduct Success Team at [conduct@youngliving.com](mailto:conduct@youngliving.com). If the member cannot provide evidence of a good faith effort, Young Living may deny the request at its sole discretion. If a sponsor change is successful through the Three Active Support Team the member's original organization team will roll up to the next support team and remain in the original genealogy. If there is a dispute concerning a signature of one or more of the Three Active Support Team approval, the Conduct Success Team will investigate the approvals, and Young Living may reject the sponsor change request and restore the member to the original sponsor. No enroller changes will be allowed after thirty (30) days of the initial member enrollment. Young Living reserves the right to approve and/or deny all sponsor change requests in its sole discretion. If after an investigation there is evidence to prove that a member used the Sponsor change Policy in violation of the Agreement, Young Living in its sole discretion can reverse the Sponsor Change regardless of when the violation was discovered.
- If a member is unable to get approval from their Three Active Support Team, the member may choose to go six months without placing an order to effect a change to a new sponsor. At the end of six months, the member may request a sponsor change by emailing [resolutions@youngliving.com](mailto:resolutions@youngliving.com) and paying a \$35 fee. The new sponsor cannot become the enroller. When a member moves from the original team to a new team, the enroller status/bonus becomes null and void.
- A member may request a sponsor change if the member's sponsor has not provided support to the member for over a period of two (2) years and the member has filed a grievance with Young Living that includes the following: (a) The sponsor/ support team member does not contact the member over the period of two (2) years; (b) the sponsor/ support team member does not respond to requests for help; (c) the sponsor/ support team member does not offer support, mentoring, business building information, etc. The member must submit the grievance to [conduct@YoungLiving.com](mailto:conduct@YoungLiving.com) along with supporting documentation. Young Living will conduct a full investigation into the grievance; and if the grievance appears substantiated, Young Living may allow the sponsor change. The member requesting the change must pay the nonrefundable \$35 processing fee.

- If the member has not placed an order or generated at least 50 cumulative PV for twelve (12) consecutive months, the member account will be dropped for inactivity around the middle of the following month after twelve (12) months of inactivity. The existing team will roll up to the next support team member and remain in the original genealogy. Upon reactivation of an account terminated for inactivity, the member may sign up under a new sponsor and enroller.

Requests cannot be submitted by another member. Young Living will not approve sponsor change requests that it deems to be intended to manipulate payment under the Compensation Plan. Any sponsor change that immediately causes the rank up of a support team member, will be denied.

If a member enrolled in Young Living or ordered products in the previous month and their sponsor or enroller changes during the first five business days of the month, that change may affect the previous month's rank, qualification, and payout.

## **12.1.2 WAIVER OF CLAIMS**

When a new member enrolls without a designated sponsor or enroller they are deemed an orphan. The Young Living Placement Program generally assigns orphans a sponsor and an enroller who resides in or near the same area code or geographical area of the orphan and/or who speak the same language as the orphan. Eligible sponsors and enrollers generally include Executive, Silver, and Gold ranking members who actively support their teams, have growing sales results, have grown their sales organizations in the month in which a new orphan becomes available, are active in participating in Young Living events and programs (e.g., Essential Rewards), and who actively work to support the mission of Young Living.

The Young Living Placement Program is directed by Young Living's executive management team, which reserves the right to assign any orphan as it sees fit in its sole discretion.

The recipient should be enrolled in the autoship program and conscientiously engaged in the Young Living business. The new member has 30 days to change from the assigned new sponsor to another sponsor of his or her choice, as outlined in Section 12.1.1.

## **12.1.3 SPONSOR PLACEMENT PROGRAM**

When a new member enrolls without a designated sponsor or enroller they are deemed an orphan. The Young Living Placement Program generally assigns orphans a sponsor and an enroller who resides in or near the same area code or geographical area of the orphan and/or who speak the same language as the orphan. Eligible sponsors and enrollers generally include Executive, Silver, and Gold ranking members who actively support their teams, have growing sales results, have grown their sales organizations in the month in which a new orphan becomes available, are active in participating in Young Living events and programs (e.g., Essential Rewards), and who actively work to support the mission of Young Living.

The Young Living Placement Program is directed by Young Living's executive management team, which reserves the right to assign any orphan as it sees fit in its sole discretion.

The recipient should be enrolled in the autoship program and conscientiously engaged in the Young Living business.

The new member has 30 days to change from the assigned new sponsor to another sponsor of his or her choice, as outlined in Section 12.1.1.

## **12.2 TEAM GENEALOGY REPORTS**

Team Genealogy Reports ("Reports") are optional and may be ordered at any time. Members with a Young Living-sponsored personal website may receive two free emailed team Reports per month, upon request, with all additional email Reports costing \$5 each. Members who do not have a Young Living-sponsored personal website will pay \$5 for each email Report requested. Members who wish to have the Report faxed or mailed will pay \$5 for the first 10 pages and 10 cents for each additional page. Young Living reserves the right to modify the charges described in this Section 12.2.

Team Genealogy Reports constitute Confidential Information as set forth in and subject to Section 3.15 of the Agreement. Without limiting your obligations under Section 3.15 of the Agreement, you may not use Reports for any purpose other than for developing and supporting your sales organization. Specifically, during and after the expiration or termination by either party for any reason of the Agreement, you may not:

- Disclose any information contained in the Reports to any third party
- Use Reports to compete with Young Living in violation of Section 3.12.2 of the Agreement
- Use Reports to solicit any member or customer listed on the Reports or to engage in any conduct prohibited by Section 3.12.1.2 of the Agreement
- Use or disclose to any person, partnership, association, corporation, or other entity any information contained in any Report

At the expiration or termination by either party for any reason of the Agreement, or upon demand by Young Living, you will return the original and all copies of Reports (including electronic files) to Young Living or destroy all copies in hard-copy, electronic, or other format of any Report in your possession. This Section 12.2 of the Agreement will survive the expiration or termination by either party for any reason of the Agreement.

## **12.3 THE D. GARY YOUNG FOUNDATION: YOUNG LIVING OUTREACH**

By enrolling as a Young Living member, you are automatically enrolled as a nonvoting member of The D. Gary Young Foundation: Young Living Outreach. The privileges associated with this class of membership include the invitation to participate (at the member's own expense where applicable) in certain member-participation charitable activities, the right to receive periodic reports of the charitable activities and accomplishments of the foundation, and the invitation to contribute to the foundation for the advancement of its charitable purposes.

# **13: Dispute Resolution and Disciplinary Action**

## **13.1 DISPUTES WITH OTHER MEMBERS**

If you have a grievance or complaint with another member regarding any practice or conduct in relationship to your sales organization, you should first discuss the problem with the other member. If this does not resolve the problem, report the problem to your support team leader who is a Silver or above to resolve the issue at a local level. If the matter cannot be resolved, it may be reported to the Young Living Member Conduct and Education Department in writing via mail, fax, or email at [conduct@YoungLiving.com](mailto:conduct@YoungLiving.com). The complaint should identify specific instances of alleged improper conduct and, to the extent possible, identify the relevant dates on which the event(s) complained of took place, the location(s) where they occurred, and all persons who have firsthand knowledge of the improper conduct.

Upon receipt of a written complaint, the Young Living Member Conduct and Education Department will investigate the matter, review the applicable policies, and render a decision on how the dispute will be resolved. The Member Conduct and Education Department may impose disciplinary sanctions as provided in Section 13.3.

## **13.2 DISPUTES WITH YOUNG LIVING**

### **13.2.1 MEDIATION**

Prior to instituting an arbitration with Young Living, as provided in Section 13.2.2 below, you and Young Living (collectively referred to as "parties") will meet in good faith and attempt to resolve any dispute arising from or relating to the Agreement through nonbinding mediation. One individual who is mutually acceptable to the parties will be appointed as mediator. The mediation will occur within 60 days from the date on which the mediator is appointed. The mediator's fees and costs, as well as the costs of holding and conducting the

mediation, will be divided equally between the Parties. Each party will pay its portion of the anticipated shared fees and costs at least 10 days in advance of the mediation. Each party will pay its own attorney's fees, costs, and individual expenses associated with conducting and attending the mediation. Mediation will be held at the office of Young Living Canada ULC and will last no more than two business days.

### 13.2.2 ARBITRATION

**If mediation is unsuccessful, any controversy or claim arising out of or relating to the Agreement, or the breach thereof, will be settled by arbitration. The parties waive all rights to trial by jury or to any court.** The arbitration will be filed with, and administered by, the American Arbitration Association ("AAA") or Judicial Arbitration and Mediation Services ("JAMS") under their respective rules and procedures. The **Commercial Arbitration Rules and Mediation Procedures** of the AAA are available at the AAA's website at [adr.org](http://adr.org). The **Streamlined Arbitration Rules & Procedures** of JAMS are available at the JAMS website at [jamsadr.com](http://jamsadr.com). Copies of the AAA's **Commercial Arbitration Rules and Mediation Procedures** or JAM's **Streamlined Arbitration Rules & Procedures** will be emailed to members upon request to the Member Conduct and Education Department.

Notwithstanding the rules of the AAA or JAMS, all of the following will apply to all arbitration actions:

- The Federal Rules of Evidence will apply in all cases.
- The parties will be entitled to all discovery rights permitted by the Federal Rules of Civil Procedure.
- The parties will be entitled to bring motions under Rules 12 and/or 56 of the Federal Rules of Civil Procedure.
- The arbitration will occur within 180 days from the date on which the arbitrator is appointed and will last no more than five business days.
- The parties will be allotted equal time to present their respective cases, including cross examinations.

All arbitration proceedings will be held in the province of Alberta. There will be one arbitrator selected from the panel that the Alternate Dispute Resolution service provides. Each party to the arbitration will be responsible for its own costs and expenses of arbitration, including legal and filing fees. The decision of the arbitrator will be final and binding on the parties and may, if necessary, be reduced to a judgment in any court of competent jurisdiction. This agreement to arbitrate will survive the cancellation or termination of the Agreement.

The parties and the arbitrator will maintain the confidentiality of the entire arbitration process and will not disclose to any person not directly involved in the arbitration process:

- The substance of, or basis for, the controversy, dispute, or claim
- The content of any testimony or other evidence presented at an arbitration hearing or obtained through discovery in arbitration
- The terms or amount of any arbitration award
- The rulings of the arbitrator on the procedural and/or substantive issues involved in the case

Notwithstanding the foregoing, nothing in these Policies and Procedures will prevent either party from applying to and obtaining from any court having jurisdiction a writ of attachment, a temporary injunction, a preliminary injunction, a permanent injunction, or other relief available to safeguard and protect its intellectual property rights and/or to enforce its rights under the non-solicitation provision of Section 3.11.1.2.

### 13.2.3 JURISDICTION, VENUE, AND CHOICE OF LAW

Jurisdiction and venue of any matter not subject to arbitration will reside in the province of Alberta, unless the laws of the state or country in which the member resides expressly require otherwise, despite this jurisdiction clause. By signing the Agreement, you consent to jurisdiction within these two forums. The laws of the state of Utah will govern disputes involving the Agreement.

## 13.3 DISCIPLINARY ACTIONS

At Young Living's discretion, violation of any of the terms and conditions of the Agreement may result in a hold on your account, which will result in an inability to place orders and earn or receive commission cheques. These violations include, but are not limited to, any illegal, fraudulent, deceptive, unprofessional, or unethical business conduct; nonpayment of your account with Young Living; or declination of credit card. After an investigation is confirmed, Young Living may impose any or all of the following sanctions:

- Written warning clarifying the meaning and application of a specific policy or procedure and advising that a continued breach will result in further sanctions
- Probation, which may include requiring you to take remedial action and will include follow-up monitoring by Young Living to ensure compliance with the Agreement
- Withdrawal or denial of an award or recognition or restricting participation in Young Living sponsored events for a specified period of time or until you satisfy certain specified conditions
- Suspension of certain privileges of sales organization, including, but not limited to, placing a product order, participating in Young Living programs, progressing in the compensation plan, or participating as a member for a specified period of time or until you satisfy certain specified conditions
- Suspension and/or termination of access to the Virtual Office
- Withholding commissions or bonuses for a specified period of time or until the member satisfies certain specified conditions
- Imposing fair and reasonable fines or other penalties in proportion to actual damages incurred by Young Living and as permitted by law
- Termination of the Agreement and your status as a member
- Reassign all or part of the member's organization
- Any other measure expressly allowed within any provision of the Agreement or which Young Living deems practicable to implement and appropriate to equitably resolve injuries caused partially or exclusively by a member's policy violation of contractual breach

During the period that Young Living is investigating any conduct that violates the Agreement, Young Living may withhold all or part of your bonuses and commissions. If your sales organization is involuntarily terminated, you will not be entitled to recover any commissions or bonuses withheld during the investigation period. In situations deemed appropriate by Young Living, the company may institute legal proceedings for monetary and/or equitable relief.

## 13.4 APPEALS OF DISCIPLINARY ACTION

In the instance that you are subject to a sanction or disciplinary action (other than a suspension pending an investigation), you may appeal the sanction to Young Living. The appeal must be in writing and be received by Young Living within 15 days from the date of the disciplinary action. If the appeal is not received within the 15-day period, the sanction will be final. The appeal should be submitted with all supporting documentation. Young Living will review and reconsider the sanction or other disciplinary action, consider other appropriate action, and notify you in writing of its decision.

## 14: Inactivity, Reactivation, and Cancellation

### 14.1 INACTIVITY

If you do not meet the personal volume (PV) requirement in any particular month, you will not receive commissions or bonuses for the sales generated through the team organization. If you do not purchase a minimum of 50 accumulative PV for a period of 12 consecutive months, your account will be deemed inactive, and your existing team will roll up to your first active support team member.

### 14.2 REACTIVATION

If you are a member and your sales organization is deemed inactive, you may reactivate your member account by contacting Member Services and purchasing 100 PV in product or by purchasing a Starter Bundle or other enrollment bundle.

When reactivating, you will be placed under your prior sponsor, unless you request a new sponsor. If your prior sponsor is inactive, you will be placed under the next active support team member. You will have no claim to a team that was lost when you were dropped for inactivity.

### 14.3 INVOLUNTARY CANCELLATION OR TERMINATION

If your account is involuntarily canceled or terminated, you will immediately lose all rights to your team and to any commissions or bonuses generated thereby, including those commissions or bonuses generated during the periods of activity investigated. In this case, you will receive compensation for the last full calendar month in which you were in full compliance with these Policies and Procedures prior to investigation and/or termination of your sales organization.

Young Living may, in its sole discretion, terminate, upon notice, the Membership of any Member who (i) breaches any provision of the Member Agreement, the Membership Application, or these Policies and Procedures; (ii) engages in any conduct that may bring disrepute in any way to Young Living (or any of its officers, agents, or employees), the nutritional supplement and personal care products industry or the direct sales industry; or (iii) violates government laws, regulations, ordinances, or any Young Living guideline. Young Living may also, upon notice, terminate the Membership of any Member who, through his or her capacity as a Member, files any legal action proceeding or induces or facilitates any government agency to file any action against Young Living, which Young Living considers, within its sole discretion, to be without legal foundation or basis in fact. Young Living may also terminate a sales organization at any time and for any reason upon a 30-day written notice.

If your sales organization is terminated, you will be notified by mail, the email on record, or other delivery method calculated to reach you at the address on file. Cancellation is effective on the date on which written notice is issued. Upon receipt of this notice, you must immediately cease representing yourself as a Young Living member and immediately return and delete all intellectual property of Young Living, including Reports and other lists of team and contact information. If your sales organization is terminated, you may reapply to become a member 12 calendar months from the date of termination. To reapply, you must submit a letter to the Young Living Member Conduct and Education Department (to [conduct@YoungLiving.com](mailto:conduct@YoungLiving.com)) setting forth the reasons why you believe you should be allowed to operate a sales organization. It is within Young Living's sole discretion whether to permit your request.

### 14.4 VOLUNTARY CANCELLATION

You may cancel your Agreement at any time and for any reason. Written notice must be provided to Young Living and must include your signature, printed name, member number, address, PIN, and telephone number.

If you voluntarily cancel the Agreement, you may become a retail customer or member under your original sponsor. Additionally, you may reapply to become a member under a new sponsor after six (6) months from your cancellation date.

## 14.5 EFFECTS OF CANCELLATION

Upon cancellation or termination, you release all rights to your member benefits, including the team and all future commissions and bonuses resulting from the team sales production. Upon termination, Young Living may at its sole discretion retain your sales organization, sell it, roll it up to the next active support team member, or dissolve and remove it from the sponsor's team.

## 15. Miscellaneous

### 15.1 DELAYS

Young Living is not responsible for delays and failures in performing its obligations due to circumstances beyond its reasonable control. This includes, without limitation, acts of God, strikes, labor difficulties, riots, wars, fire, flood, death, curtailment or interruption of a source of supply, government decrees or orders, etc.

### 15.2 PARTIAL VALIDITY

If any provision of the Agreement, in its current form or as it may be amended, is found to be invalid or unenforceable for any reason, only the invalid portion(s) of the provision will be severed. The remaining terms and conditions will remain in full force and effect and will be construed as if such invalid or unenforceable provision never comprised a part of the Agreement. The Agreement will be interpreted by Young Living in the best furtherance of Young Living's business interests.

### 15.3 WAIVER

Young Living never forfeits its right to require compliance with the Agreement or with applicable laws and regulations governing business conduct. While Young Living attempts to enforce the Agreement uniformly, failure to enforce any provision of the Agreement against you does not waive Young Living's right to enforce that or other provisions. Only in rare circumstances will a policy be waived, and an authorized agent of Young Living will convey such waivers in writing. The waiver will apply only to that specific case.

### 15.4 TITLES NOT SUBSTANTIVE

The titles and headings to these Policies and Procedures are for reference only and do not constitute and will not be construed as substantive terms of the Agreement.