



2020 HOLIDAY LAUNCH RELAUNCH FAQ

HOLIDAY CATALOGUE

Q. WHAT HAPPENED THAT LED US TO TURN OFF THE HOLIDAY CATALOGUE FOR SALES?

A. After a successful launch event on Saturday, we experienced ordering traffic that was well above the busiest sales day in company history. Although we anticipated increased traffic, we underestimated how heavy it would be. The tremendous growth we've seen this year has outpaced our ability to accept, process and ship orders in a timely manner.

Q. WHAT ARE WE DOING TO REMEDY THE HOLIDAY CATALOGUE ORDERING ISSUE?

A. We are waiting to turn on the holiday products until we have a system in place that can handle the load. In the short term, this includes an upgrade on Thursday, October 22, from 3–11 a.m., MT, to increase capacity and improve performance. Our website will be down during this time.

Q. WHEN WILL WE TURN HOLIDAY CATALOGUE PRODUCTS BACK ON FOR PURCHASE?

A. Holiday Catalogue orders will begin in the week of October 26th in your Virtual Office. Keep a close eye on our YL Canada Facebook Page and your email inbox for the official announcement!

All Holiday Catalogue items are still in stock and will be available in your Virtual Office for a limited time while supplies last. A 10-pack of our printed 2020 Holiday Catalogue will also be available for purchase once items are online.

Q. ARE ITEMS SOLD OUT OR WILL I HAVE AN OPPORTUNITY TO PURCHASE WHEN ORDERING RESUMES?

A. All Holiday Catalogue items are in stock, despite what system errors may have stated. Upon reopening orders, items will be available on a first-come, first-served basis.

Q. WILL I BE ABLE TO PURCHASE OTHER ITEMS IN THE SAME ORDER OR ONLY PRODUCTS FROM THE 2020 HOLIDAY CATALOGUE?

A. Once ordering resumes, you will be able to purchase any of our products, including holiday products, in a single order.

Q. IS HOLIDAY CATALOGUE PURCHASING STILL GOING TO TAKE PLACE THROUGH THE VIRTUAL OFFICE?

A. Yes, Holiday Catalogue purchases will take place in the VO.

Q. WHAT HAPPENS IF MY ORDER WENT THROUGH SUCCESSFULLY ON OCTOBER 17?

A. If your order went through prior to the system closure, your order will be processed and shipped as normal. Because of product limits, you will not be able to order additional quantity of the same Holiday Catalogue items once we bring products back online to give more members the opportunity to enjoy our holiday products.

Q. WHAT HAPPENS WITH THOSE ORDERS THAT WERE PLACED AND ARE STILL SHOWING AS PENDING IN THE SYSTEM?

A. Many orders were processed when the website came back online. If your payment was processed, then your order is being boxed and shipped as soon as possible.



Q. I PLACED AN ORDER, BUT THEN I GOT AN EMAIL SAYING THERE WAS A PROBLEM WITH MY CARD PROCESSING.

A. If your card was declined, we were unable to save the order. However, if you can verify that funds were taken from your account, please contact Member Services with confirmation from your bank and we will investigate.

Q. WILL THERE BE ANY LIMITS ON HOLIDAY CATALOGUE PURCHASES?

A. Yes, many of the items have an order limit per item, per account. Please see the full [2020 Holiday Catalogue Price List](#) for more information.

Q. WHEN HOLIDAY CATALOGUE ORDERING RESUMES, WILL I HAVE ENOUGH TIME TO RECEIVE ORDERS BEFORE THE HOLIDAYS?

A. We will do our best to process your orders as quickly as possible.

Q. WHO CAN I CONTACT IF I HAVE QUESTIONS ABOUT MY HOLIDAY CATALOGUE ORDERS?

A. Please contact Member Services at 1.855.429.2616 and have your Member ID ready. Or, if you are calling on behalf of your downline, have their Member ID ready so that our agents can help you quicker.

NEW SHOPPING PLATFORM

Q: WHAT IS THE NEW SHOPPING PLATFORM?

A: We are transitioning to a cloud-based, scalable e-commerce website. This new website is where you will place all orders, manage your account information, update monthly subscriptions, earn and redeem loyalty points, manage and use credits, view orders and order history and update address or payment information.

Q. WHEN WILL THE NEW SHOPPING PLATFORM LAUNCH?

A. We are accelerating the launch of the new online shopping platform to support a positive shopping experience. We will finish building, testing and retesting the new website to ensure everything is functional. We will start transitioning U.S. members in mid-November and all U.S. members will be on the new site by the end of the year.

Q: ARE ALL MARKETS TRANSITIONING TO THE NEW SHOPPING PLATFORM?

A: At this time, only the U.S. market will transition to the new shopping platform. All markets are scheduled to transition in 2021, with Canada transitioning in the first quarter.

Q: WHY WILL IT TAKE SO LONG TO SWITCH TO THE NEW SITE?

A: Each of the millions of members will need to be transitioned to the site, including all order histories, account information, payment information, contact information and subscriptions. We want to ensure we take the time to do it right.

Q: IF THIS IS BASED ON THE CLOUD, WILL MEMBERS' CONTACT INFORMATION BE PROTECTED?

A: Yes, we have taken all safety precautions necessary and vetted our new shopping platform partner to protect and safeguard the information you have entrusted to us.



PROMOTIONS

Q. WHY IS YOUNG LIVING PAUSING PROMOTIONS THROUGH THE END OF THE YEAR?

A. Rather than continue promotions that could potentially lead to a poor shopping experience for members, we are prioritizing our system stabilization. This will allow us to put all focus on supporting you and your business during our time of growth.

Q. ARE PROMOTIONS ONLY PAUSED FOR THE U.S. MARKET OR ARE ALL MARKETS INCLUDED?

A. The monthly PV promo will continue in Canada and the U.S. markets; however, all additional promotions will be postponed until 2021. For members outside North America, please check with your local market leadership.

Q. WILL THIS PAUSE IMPACT SILVER BOUND?

A. No. Our Silver Bound program will continue without interruption.