



CONTACTLESS CURBSIDE PICKUP PROCESS

Contactless curbside pickup is available Monday through Friday from 10 am to 6 pm MT/ET. We are not open on weekend or holidays.

- 1) Place your order online through your Virtual Office, or through Member Services over the phone (1.855.429.2616) or Live Chat.

Note: Cash payments are not currently being accepted. Orders must be paid prior to pickup.

- 2) Once your order is placed, it is ready for pickup immediately!*

Orders must be picked up within five calendar days, including weekends. If your order is not picked up within five calendar days, it will be cancelled. If you cannot pickup your order, please email pickups.ca@youngliving.com (AEC) or torontowc@youngliving.com (OEC) and we will be happy to arrange a later pickup date or shipping option for you!

- 3) Contact the Experience Centre location when you are on your way to pick up your order, or when you arrive, by calling the appropriate number listed below:

ALBERTA EXPERIENCE CENTRE

CALL: 403-295-4211

TEXT: 403-990-1684

ONTARIO EXPERIENCE CENTRE

CALL: 289-864-7580

TEXT: 289-654-2257

- 4) Upon arrival, park in front of the Experience Centre and let us know you are here by texting or calling. Be prepared to provide the following information:

- Member Number
- PIN
- Order Number(s)*
- Vehicle make, model, colour and license plate number

- 5) Remain in your car and open your trunk. Your order(s)* will be placed in your vehicle by an Experience Centre agent.

**If you are picking up five (5) or more orders, please email us first:*

- AEC: pickups.ca@youngliving.com
- OEC: torontowc@youngliving.com

We will pack all your orders and let you know when they are ready for pickup. Please provide the following information for each order you are picking up: **Member Number, PIN and Order Number.**