



LEVEL UP FAQS

Q. WHAT IS LEVEL UP?

A. Level Up is a monthly program that rewards the hard work of building your Young Living business. Members are awarded prizes for enrolling and reactivating members with the purchase of a qualifying Premium Starter Kit and getting those same members to place a minimum order of 50 PV on Essential Rewards in the same month.

Q. HOW LONG WILL THE PROMOTION RUN?

A. Level Up will run from Friday, May 1, 2020 at 12:00 a.m. MT until Sunday, May 31, 2020 at 11:59 p.m. MT. Please be aware that Level Up as a program will continue, however each month will include different prizes.

Q. WHICH YOUNG LIVING MARKETS CAN PARTICIPATE IN THIS PROMOTION?

A. The promotion is open to active Canadian Young Living members who are in good standing with Young Living during the promotional period, are 18 years of age or older at the time of the incentive, and who have a primary billing address (listed on their member account) and proof of citizenship in Canada (each a "participant"). This promotion shall exclude all members in NFR markets and is void where prohibited. Active members are members who have purchased at least 50 PV from Young Living in the last 12 months and signed the Young Living Member Agreement.

Q. WHICH CUSTOMER OR RANK TYPES CAN PARTICIPATE IN THIS PROMOTION?

A. Members of any rank can participate in this promotion, provided they meet the necessary ordering requirements as outlined in the promotion.

Q. CAN NFR CUSTOMERS PARTICIPATE IN THIS PROMOTION?

A. No. NFR customers are not able to participate in this promotion.

Q. CAN PROFESSIONAL ACCOUNTS CUSTOMERS PARTICIPATE IN THIS PROMOTION?

A. No. Professional Account customers will not be eligible to participate in this promotion.



Q. HOW DO I EARN THE LEVEL UP INCENTIVE(S) AS THE ENROLLER?

A. You can earn the Level Up incentive(s), as the Enroller, by personally enrolling, reactivating, or upgrading two retail customers to a wholesale member account with the purchase of a qualifying Premium Starter Kit on Essential Rewards during the promotional period.

Q. WHO IS CONSIDERED A REACTIVATED MEMBER FOR LEVEL UP?

A. A reactivated member must have their account dropped for inactivity, for not ordering 50 PV for 12+ months.

Q. DOES A NEW ENROLLMENT HAVE TO PLACE 2 ORDERS TO QUALIFY ME FOR LEVEL UP?

A. No. New enrollments could purchase a Premium Starter Kit on Essential Rewards to meet the purchase requirements for a new enrollment.

Q. CAN THE INCENTIVE OR PRIZE BE PURCHASED?

A. To receive a product for free, members must qualify through the Level Up promotion. Please be aware that in some months, the rewards may be available for individual purchase, and some may only be available exclusively through the Level Up promotion.

Q. DO I HAVE TO BE THE ENROLLER OF THE NEW MEMBERS TO QUALIFY?

A. Yes. You must be the enroller for your new enrollments or reactivations, each with the purchase of a Premium Starter Kit who place a 50 PV ER order by the last day of the promotional period, in order to receive your qualifying prize(s).

Q. WHAT DOES DOUBLE UP MEAN IN THE CONTEXT OF LEVEL UP?

A. Double Up means that a member can personally enroll or reactivate 4+ members as part of the Level Up requirements, and earn additional prizes for members that “Double Up” on Level Up.

Q. WILL I QUALIFY IF I ENROLL SOMEONE WHOSE FIRST ORDER CONTAINS DIFFERENT YL PRODUCT, OR DOES THEIR FIRST ORDER HAVE TO BE A PREMIUM STARTER KIT?

A. Each reactivated or newly enrolled member will need to purchase a Premium Starter Kit and place a 50 PV ER order in the same month to qualify their enroller for Level Up. If a member purchases a PSK on ER, that will meet the purchase requirements for a new enrollment and they will not need to place a second ER order.



Q. IF MY NEW ENROLLMENT USES A VOUCHER TO DISCOUNT THEIR PURCHASE OF A PSK, WILL THEY STILL BE CONSIDERED AN ENROLLMENT FOR LEVEL UP?

A. Yes, the use of a voucher will still enable the member to participate in Level Up, as a voucher does not discount the PV of an order.

Q. IS THERE A LIMIT ON THE PRIZES THAT CAN BE EARNED?

A. Qualifying members are able to earn promotional products once. Enrollers can earn one (1) YL branded Yoga Mat, one (1) limited edition Charcoal Lantern Diffuser, one (1) Present Time, 5 ml and one (1) Palo Santo, 5 ml.

Q. AFTER QUALIFYING FOR LEVEL UP, WHAT'S NEXT?

A. Qualifying enrollers will have their promotional product shipped with their Standard and Monthly orders reaching 50+ PV placed between June 7-July 7, 2020. Failure to place a qualifying order of 50+ PV between these dates will result in forfeiture of the reward. Make sure your address is up to date in the Virtual Office, as your prizes will be shipped via ground shipping.