



# ESSENTIAL REWARDS FAQ

## *General, Earning Points, Redeeming Points*

Essential Rewards points are one of the ways that we love to give back to Young Living members! When you sign up for Essential Rewards, not only do you get your monthly order shipped to you automatically, but you also get to enjoy points that can be used toward your favorite products, discounted shipping, and loyalty gifts for consecutive orders. To help you get started, here are answers to some of the most frequently asked questions about Essential Rewards:

## GENERAL

**Q: How do I sign up for the Essential Rewards loyalty program?**

A: You may sign up in one of two easy ways:

1. Online through [Virtual Office](#).
2. By phone at 1-855-429-2616.

**Q: May I change the items in my Essential Rewards order and still receive all of the benefits of the program?**

A: Yes. You may change the items any time until 12 a.m. (midnight), MT, on your processing date (which is determined by you when you enroll in the program).

**Q: May I make changes to my Essential Rewards order online?**

A: Yes. You may make changes to your Essential Rewards order online at any time.

**Q: If I wish to cancel my enrollment in the Essential Rewards program, can I do so online?**

A: No. All Essential Rewards enrollment cancellations must be over the phone with one of our helpful Member Services agents.

**Q: Do I need to place an order every month?**

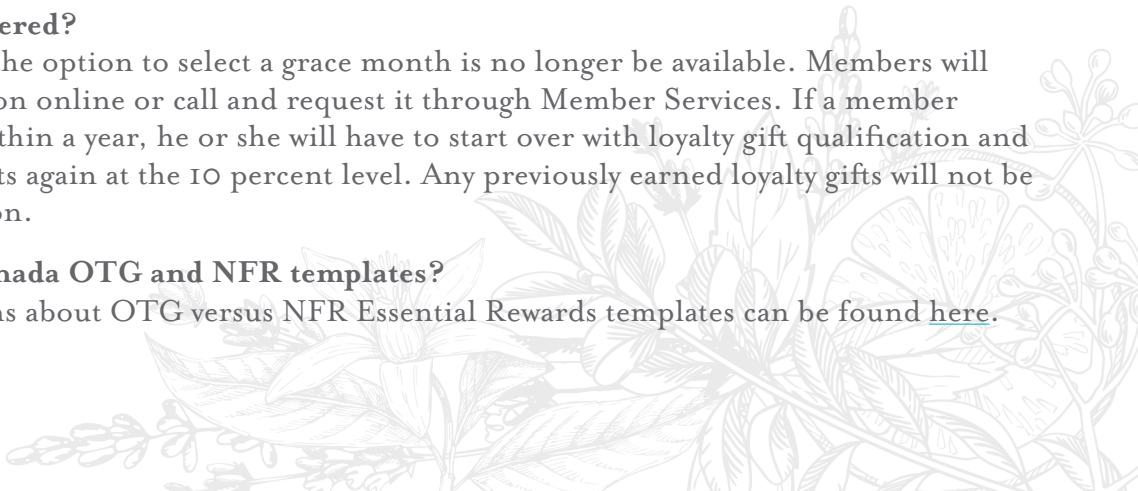
A: Yes. The Essential Rewards program offers rewards for shipments that process each month. Discounted shipping, earning loyalty gifts and reward points, and maintaining higher reward points percentages are contingent upon placing consecutive orders.

**Q: Is a grace month still offered?**

A: As of November 1, 2016, the option to select a grace month is no longer be available. Members will not be able to select this option online or call and request it through Member Services. If a member misses two or more orders within a year, he or she will have to start over with loyalty gift qualification and will begin accumulating points again at the 10 percent level. Any previously earned loyalty gifts will not be available upon re-qualification.

**Q: How do I manage my Canada OTG and NFR templates?**

A: Commonly asked questions about OTG versus NFR Essential Rewards templates can be found [here](#).



## EARNING GIFTS

### **Q: How do I earn gifts through the Essential Rewards program?**

A: When you automatically place consecutive Essential Reward orders, you can earn exclusive gifts. You'll qualify for these gifts when you place consecutive Essential Rewards orders for 3, 6, 9, and 12 months. After 12 months, you'll receive gifts after every additional 12 months of consecutive orders.

### **Q: How will I receive my gift?**

A: The gift will be added automatically to the next Essential Rewards order. For example, if a member reaches his or her third month in November, the gift for the third month would be added to the Essential Rewards order in December.

### **Q: If I earn a gift and then don't process an order, can I re-earn that gift?**

A: No, you may only earn each gift one time. For example, you might earn the three-month gift and later cancel your Essential Rewards orders. If you start Essential Rewards again, the next gift you'll be eligible for will be the six-month gift, not a second three-month gift. If you cancel your Essential Rewards order the month after you've earned a gift, the gift will come with your next processed Essential Rewards order, should you choose to reactivate in the program.

### **Q: If I already have an active Essential Rewards order processing monthly, how do I receive my gift?**

A: We began tracking members' consecutive Essential Rewards orders starting in September 2016, including the orders of those who maintained active Essential Rewards orders prior to this time. This means that September was the first month for everyone to begin qualifying for Essential Rewards gifts for consecutive orders. Once a member achieves the threshold to receive a gift, it will be delivered with the next processed Essential Rewards order.

### **Q: Am I still able to switch between OTG and NFR markets and still qualify?**

A: In international markets, members will qualify for the Essential Rewards gifts as long as they maintain the required monthly PV consecutively, regardless of the international market in which the order is placed.

### **Q: Is the 3- and 9-month diffuser promo from the previous Essential Rewards loyalty program still in effect?**

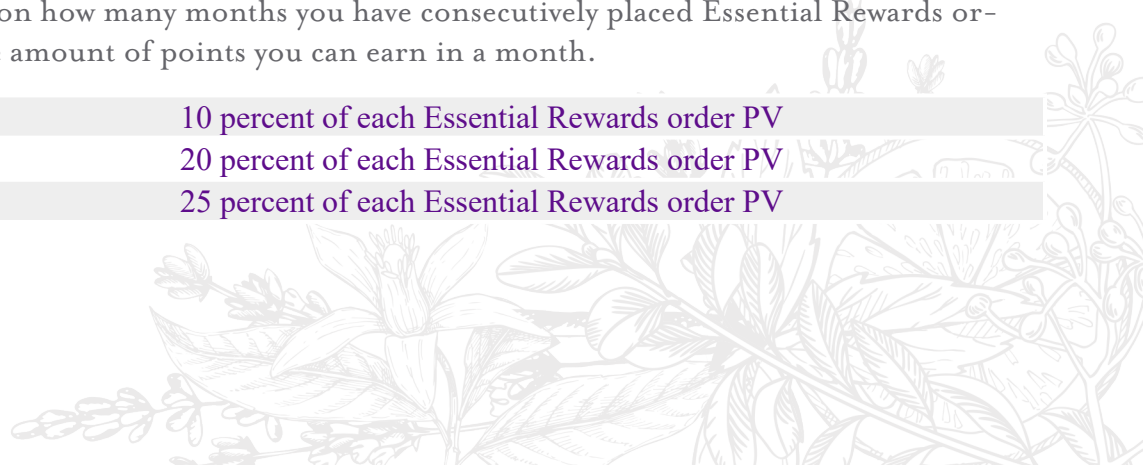
A: New ER members with monthly orders of 100 PV for the first three consecutive months will qualify for a FREE Dewdrop Diffuser. Continue for nine consecutive months, and the AromaLux Diffuser is yours free too. That's in addition to the quarterly loyalty oils!

## EARNING POINTS

### **Q: How many points do I earn for my Essential Rewards order?**

A: You will receive points based on a percentage of your PV for each Essential Rewards order. The percentage you receive depends on how many months you have consecutively placed Essential Rewards orders. There is no limit to the amount of points you can earn in a month.

1-3 months:	10 percent of each Essential Rewards order PV
4-24 months:	20 percent of each Essential Rewards order PV
25+ months:	25 percent of each Essential Rewards order PV



**Q: How do I know at which percentage I'm earning points at after the change in September 2016?**

A: All members who have previously processed consecutive Essential Rewards orders will earn points in the new system based on how many consecutive Essential Rewards orders they placed prior to September 1, 2016. For example, a member who has processed 18 consecutive Essential Rewards orders will be at the 20 percent level. An individual who has processed 28 consecutive Essential Rewards orders will begin at the 25 percent level.

**Q: Is there a minimum PV for my order?**

A: Yes. Your monthly Essential Rewards order must be at least 50 PV to qualify.

## REDEEMING POINTS

**Q: How do I redeem my reward points?**

A: You may redeem your points online at checkout by selecting «Apply Points» or by contacting Member Services at 1-855-429-2616. More information on point redemption can be found by logging in to Virtual Office and viewing the ER tutorials.

**Q: How many points may I redeem each month?**

A: You may redeem up to 350 points each month.

**Q: If I cancel my Essential Rewards order, do I lose my points?**

A: If you choose to cancel your enrollment in the Essential Rewards program, you forfeit all of your unused Essential Rewards points. You must contact Member Services to cancel enrollment. Your monthly participation in the program, if resumed, starts over at the 10 percent level.

**Q: Do I retain points earned for returned products?**

A: No. You will forfeit any points earned on products that you later return.

**Q: How soon may I redeem points that I earn?**

A: You earn points the minute your order is shipped. You may redeem points any time after you have participated in the program for two months.

**Q: When redeeming my points, do I go by the dollar amounts or the PV amount in the price list?**

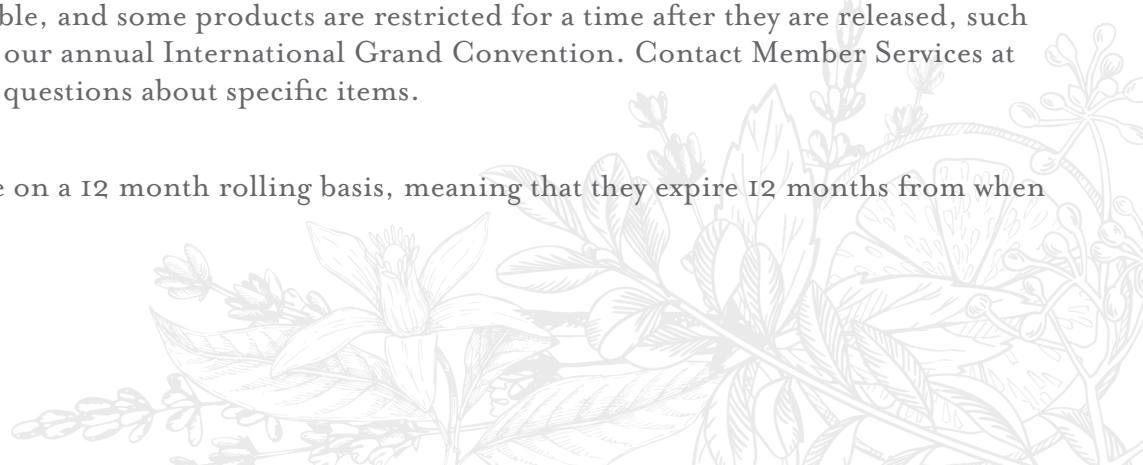
A: When redeeming Essential Rewards points, use the PV amount rather than the dollar value. For example, if you have 50 points, you may redeem them for any product with a PV value up to 50. Points may only be redeemed for products with full PV values. Not all products are eligible, and items purchased with Essential Rewards points are not returnable.

**Q: May I use my points for promotional products, such as discounted items?**

A: You may buy any regularly available products at regular price as part of your Essential Rewards order, but you will not receive the discounted pricing if the item is part of your Essential Rewards points order. Some promotional items may not be available for purchase at all using Essential Rewards points. Essential Rewards kits are not eligible, and some products are restricted for a time after they are released, such as products launched during our annual International Grand Convention. Contact Member Services at 1-855-429-2616 if you have questions about specific items.

**Q: Do my points expire?**

A: Yes. Unused points expire on a 12 month rolling basis, meaning that they expire 12 months from when they were earned.



# SHIPPING

**Q: May I use my Essential Rewards points to pay for my shipping costs?**

A: No. Points may only be redeemed only for products with full PV values.

**Q: How do I get the discounted shipping rates?**

A: Discounted shipping rates are offered for the YL Choice shipping methods. Discounts will be applied in the form of a credit issued to the order total at the time of checkout. Shipping prices are outlined in the shipping policies located in Virtual Office.

**Q: May I select other shipping methods?**

A: Yes. However, the discounted shipping rate is available only on orders shipped using YL Choice shipping methods.

**Q: What are my shipping options?**

A: OTG orders can be shipped ground or express with FedEx, Purolator, or Canada Post.

**Q: Do I qualify for reduced shipping rates?**

A: Essential Rewards orders all qualify for reduced shipping rates! Reduced ground shipping starts at \$9.49 and will increase with weight.

