



Your Customer Care Team

At Young Living Europe we are committed to our Distributors and Customers and want to ensure that you receive the highest levels of customer service.

Our Service

We have a growing team of Customer Care Advisors from several European countries. Many team members have been with Young Living for years and therefore have invaluable, in depth knowledge which they are happy to share with you and their colleagues. The experienced team is dedicated to assist our European Distributors and Customers and we are proud that we currently provide support in 7 different languages; English, German, Swedish, Spanish, Polish, Czech, and Slovak.

We are here for you five days a week.

Getting in touch

Need help or got a question – we're here for you!

You can contact us:

Anytime by email at

English: customercare@youngliving.com

German: kundenservice@youngliving.com

Swedish: kundtjanst@youngliving.com

Spanish: servicioalcliente@youngliving.com

Polish: obslugaklienta@youngliving.com

Czech/Slovak: sluzbyzakaznikum@youngliving.com

Toll free from a landline within:

Austria — 0800 296 205

Germany — 08000 825049

Sweden — 0207 93400

Spain — 900 812976

UK — 0800 9179438

Czech Republic – 800 144066

Slovakia – 08000 05216

Not toll free: ++44 (0) 1480 710032

Lines are open Monday, Tuesday, Thursday, Friday 09:00-17:00 GMT and Wednesday 09:00-16:00 GMT.

By Fax on ++44 1480 862 849

Alternatively you can write to:

Young Living (Europe) Ltd
Building 11, Chiswick Park
566 Chiswick High Road
London W4 5YS
United Kingdom

We do work hard to answer your call as quickly as possible. As we don't want you to wait for long, during busy periods we may ask you to leave a short message and we'll call you back. Emails and faxes are responded to within 2 working days (although this can often be quicker).

To help us assist you promptly, please provide us with your ID and password or PIN number when contacting us.

Should you have any query or concern with any aspect of our service, please always contact our Customer Care Team in the first instance.

After this, if you remain dissatisfied, please contact the Customer Care Team Leader at the above email or postal address. Your query will be thoroughly investigated and a written or verbal response provided as appropriate.

Should you still remain dissatisfied with the outcome, please contact the Internal Sales Manager again at the above email or postal address. Your query will be once again assessed and a final written response provided.

Please note that we always aim to resolve all queries, including complaints quickly and without undue delay. However some more complex enquiries may require additional investigation and therefore take longer to resolve. We will always keep you informed on the progress and approximate time frames as appropriate.