



A warm welcome to Young Living!

D. Gary Young's commitment to understanding the remarkable power of plants has resulted in the world's largest line of essential oils and blends. Gary has travelled the globe discovering how to best support both physical health and emotional wellness. His discoveries have helped hundreds of thousands of people experience the benefits of natural healing and have led to the creation of the world's largest and foremost authority on essential oils sciences: Young Living Essential Oils. You now have the wonderful opportunity of sharing in these benefits! We want you to be well informed from the start so that you can confidently enjoy this exciting moment! Here is some information we thought you may find useful!

What is the difference between Customers and Distributors?

When registering, you will be asked whether you want to sign up as a Customer or a Distributor. Customers have access to the Virtual Office (the Young Living online account) and may place standard orders for the retail price.

Distributors also have access to the Virtual Office and always pay the wholesale price which is 24% below the retail price. They may choose to either place a standard order or an Autoship order within the Essential Rewards Programme. With no outlay cost it is no surprise that most people choose to become Distributors.

In order to become a Distributor you will be asked to agree to our policies and procedures. These explain your rights and duties in detail, which is important especially if you want to introduce others to Young Living in order to build a team.

Who is my sponsor or enroller?

This is usually the person that introduced you to Young Living. You will need their Young Living ID number so that you can become a Customer or Distributor and purchase products. If you have discovered Young Living without being referred by another person we will happily ensure you are given a suitable sponsor and enroller.

How do I place an order?

You can place your standard or Autoship order online via your Virtual Office or by contacting our Customer Care Department via phone, email or fax.

What is the difference between a standard order and an Essential Rewards/Autoship order?

A standard order is a one-off order which is placed by the Customer or Distributor as and when they choose.

An Autoship order (or Essential Rewards Autoship order) is a regular monthly order released from a template on a set, but movable, date with a minimum of 50 PV value. Changes to product choice, address and order processing date can be made via the Virtual Office. The programme offers the following advantages:

- Guaranteed monthly shipments of your favourite Young Living products
- Discounted pricing on exclusive product packages
- Earn bonus points which can be redeemed for products
- Qualification for additional compensation
- Discounted shipping rates

The Autoship template can be deleted at any time. Please contact Customer Care if you consider pausing or cancelling your Autoship template. Please be aware that all bonus points earned through the Essential Rewards Programme need to be redeemed before the template is deleted.

How can I pay for an order?

You can pay for your order by credit card (Master and Visa), debit card, or bank transfer. Please make sure that for bank transfers you quote your Customer or Distributor ID number as well as the order ID number.

Please note that for enabling bank transfer, you have to get in touch with our Customer Care department. Standard orders have to be placed through Customer Care if paid with bank transfer.

If you have a German or Austrian bank account, you may also pay via direct debit ("Lastschrift"). Please bear in mind that the first payment via direct debit can take up to five working days for the details to be checked and payment processed.

Please note that Young Living cannot be held responsible for late payment of orders.

How long does delivery take?

Orders are generally dispatched from our warehouse within approximately 2 working days following receipt of your payment.

Please see below for the time between shipment and delivery:

UK: 1 working day

Germany: 3 to 5 working days

Austria: 5 to 7 working days

Rest of Europe: Up to 5 working days.

Please be aware that delivery can take longer if an order has to pass customs and during public holidays such as Christmas time.

What is PV?

PV stands for Personal Volume. Every product has a PV value, which is used for calculating compensations, rewards and the redemption of bonus points. The PV value of a product is based on the wholesale price in USD.

Who do I ask if I have questions?

YL is proud of the strong network between our Customers and Distributors which is why we encourage people to establish strong bonds between each other in order to share wellness, purpose and abundance. Ideally, the individual who has introduced Young Living to you (referred to as your “sponsor”) should be able to assist you with any questions you might have. However, there might be times when your sponsor is not available or when you would like to speak to a representative of the company directly. Please feel free to contact our Customer Care advisors who are happy to assist you.

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

Fax: ++44 (0) 1480 862849

Monday – Friday 9:00 – 17:00 (GMT), Wednesday 9:00 – 16:00 (GMT).
Closed on public holidays.

Order entry fax:
++44 (0) 1480 862849

Getting in touch with us

If you contact our Customer Care Department via phone, email, fax or royal mail, please always state your Customer or Distributor ID number and the pin or password for your Young Living account. This is to prevent abuse, make sure that your data is protected and cannot be accessed by any unauthorised person.

Remember that an abundance of information is available to you at youngliving.com!