【5 天取貨政策】常見問題

5-DAY PICKUP POLICY FAQ

問：「5 天取貨政策」何時實施？

答：此政策於 2015 年 1 月 1 日起生效，並於 2018 年 1 月 1 日起全面實施。

問：甚麼是「5 天取貨政策」？

答：選擇親臨銅鑼灣體驗中心取貨的會員必須於訂單成功付款後的 **5 個工作天內**取貨；否則該訂單將自動轉為送貨訂單，直接寄送至會員登記的「預設送貨地址」，而會員亦須支付訂單運費。有關試行計劃的運費計算方式，請參考「送貨服務政策」的「本地送貨費用」一欄。

150PV 或以上訂單可享有之免費送貨服務不適用於此情況

****由 2024 年 11 月 1 日起，會員如 連續三個月均有訂單因未能按時取貨而轉為送貨，除原定的運費外，亦須每單額外支付 HKD120 行政費用。***

問：為甚麼要實施「5 天取貨政策」？

答：透過全面實施「5 天取貨政策」，可為您提供更完善的服務，並確保更準確的貨量供應。

問： 下單當日是否計算為「第一個工作天」？

答：否。「第一個工作天」由訂單成功付款**後**的工作天開始起計。

例：如您於 1 月 2 日完成訂單付款，您必須於 1 月 3 日至 9 日期間前往銅鑼灣體驗中心取貨 (工作天不包括星期六、星期日及公眾假期)。您的訂單將於 1 月 10 日午夜自動轉為送貨訂單並陸續寄出，屆時您將不能於銅鑼灣體驗中心取貨。

問： 如我未能於 5 個工作天內取貨， Young Living 將如何收取送貨費用及行政費用 (如有)？

答：Young Living 將從您帳戶內的**信用卡或電子錢包**(product credit) 直接扣除運費及行政費用 (如有)， 恕不另行通知。

問：承上題， 如我的帳戶沒有儲存信用卡， 或電子錢包內沒有餘額， 如何扣除送貨費用及行政費用 (如有)？

答：該訂單將會被取消；訂單金額將被退回至帳戶內的電子錢包， 而**不會**退回至信用卡或以現金退款。訂單一旦被取消， 您的忠誠獎勵積分、每月忠誠禮品資格、每月佣金或其他優惠將會受到影響 。即使重新下單， 亦不能重新獲得已被取消的獎勵或優惠。

問：如我的訂單包含只限於體驗中心訂購的產品 (如節日禮品套裝或推廣產品)， 但我未能於 5 個工作天內取貨， 會受影響嗎？

答：整張訂單將會被取消；訂單金額只會被退回至帳戶內的電子錢包， 而**不會**退回至信用卡或以現金退款。訂單一旦被取消， 您將不能重新獲得該訂單附帶的優惠。

問：如何查看及更改我的「預設送貨地址」？

答：登入虛擬辦公室後， 點選「我的帳戶」， 然後點選「我的地址」， 就能查看及編輯「送貨地址」， 並選擇將哪一地址設為「預設送貨地址」。 (*我們會把貨品寄送至您的「預設送貨地址」， 因此請確保地址完整及正確。訂單一旦被處理， 地址一律不設修改。)

問：2018 年 1 月 1 日或之後的訂單才會受此政策影響嗎?

答：「5 天取貨政策」已於 2018 年 1 月 1 日起全面實施；實施當日及之後的訂單將受此政策約束。此政策適用於所有訂單， 包括標準訂單、忠誠獎勵訂單及忠誠獎勵積分兌換訂單 。

問： 如我希望於銅鑼灣體驗中心取貨，有甚麼需要注意？

答：我們建議您在下單前安排好取貨時間。如您有訂購忠誠獎勵訂單，並預計未能於 5 個工作天內前往取貨，請登入虛擬辦公室更改忠誠獎勵訂單過數日至另一天。如您有外遊或公幹的打算，建議您選用本地送貨服務，並將貨件寄至親友家代收。您可按此了解本地送貨服務詳情。

問： 如欲查詢有關此政策的內容，我應該怎樣做？

答：您可致電顧客服務熱線（香港 +852-2897-5600 | 澳門 +852-8009-62863）或電郵至 HK@youngliving.com / macau@youngliving.com，我們的顧客服務專員很樂意為您解答。

QS: When will the 5-Day Pickup Policy be executed?
ANS: This policy has been effective since January 1, 2015. It will be fully executed and enforced starting January 1, 2018.

QS: What is the “5-Day Pickup Policy” about?
ANS: Members are advised to pick up the "self pick-up" order at our Causeway Bay Experience Centre **within 5 working days** after successful payment. Otherwise, the “self pick-up” order will be automatically switched to a shipping order and delivered to member’s “default shipping address”. At the same time, a delivery fee will be applied at member’s expense. Please refer to the "Local Delivery Fee" section under "Local Delivery Service Policy" for shipping fee calculation mechanism of the Pilot Program.

The free delivery enjoyed by placing orders of 150PV or above is NOT applicable here

****From November 1, 2024 onwards, if a member has orders converted to delivery for three consecutive months due to late pick-up, an extra HKD120 administrative fee will be charged per order in addition to the regular shipping fees.***

QS: Why is Young Living executing this policy?
ANS: Young Living is making this change on the pickup arrangement to provide our members with better service and ensure accurate product availability.

QS: Does the order processing date count as the "first working day"?
ANS: No. The first working day will be the day after your successful order payment.
For example, if you order is processed on January 2, 2018, you must pick up the "self pick-up" order at Causeway Bay Experience Centre between January 3-9, 2018 (Saturday, Sunday and public holidays are not counted as "working days"). Your order will be switched to a shipping order by midnight January 10 and scheduled to be shipped out. Once this is done, you can no longer pick up your order at Causeway Bay Experience Centre.

QS: How can I pay the shipping fee and administrative fee (if any) if I do not pick up the "self pick-up" order within 5 working days?
ANS: The delivery fee and administrative fee (if any) will be automatically charged from member's credit card or deducted from account credit on file without further notice.

QS: What if I do not have any credit card or product credit on file?
ANS: The "self pick-up" order will be cancelled without notice, and will *only* be refunded as product credit on account. Loyalty Rewards points, loyalty gifts, monthly commissions or other promotions will be affected once the order is cancelled. These benefits will not be reapplied even when a new order is placed.

QS: What if my order contains items that are only available for sale at the Causeway Bay Experience Centre (such as holiday gift sets or discounted items)?
ANS: Your entire order will be cancelled and refunded as product credit if it is not picked up within 5 working days. Promotions will not be honored after order cancellation.

QS: How to check or edit my "default shipping address" in Virtual Office?
ANS: After logging in to Virtual Office, click "My Address Book" underneath "My Account", then you can check/edit your shipping address and decide your "default shipping address". *(*your order will be shipped to your "default shipping address" on file. No amendment is allowed after the order is processed.)*

QS: Does the “5-Day Pickup Policy” apply to all “self pick-up” orders starting January 1, 2018?
ANS: Yes. This policy has been applied to all “self pick-up” orders since January 1, 2018. This includes orders of all sizes and order types (including Standard Orders, Loyalty Rewards Orders and Loyalty Rewards Redemption Orders).

QS: Any helpful hints if I wish to pick up orders at Causeway Bay Experience Centre?
ANS: You are advised to place the order within a timeframe that you can pick up within 5 working days. If you are on Loyalty Rewards, you can also adjust your Loyalty Rewards processing date in Virtual Office to a date that you can pick up within 5 working days. You may also choose local delivery service and arrange to ship to a friend's or relative's address if you are on vacations. Learn more about our local delivery service here.

QS: Who can I contact for questions regarding this update?
ANS: Please contact our Customer Service Team at hotline (HK: 2897-5600 | Macau: +852-8009-62863) or email to HK@youngliving.com / macau@youngliving.com.