



有關 Young Living 於抗疫期間營運安排之常見問題
Frequently Asked Questions on Operation Arrangements During Epidemic Development

訂單 Orders

1. 問：現在還可以下訂單嗎？

答：為減低會員及員工在非常時期乘搭公共交通工具及聚集於室內的^{健康}風險，銅鑼灣體驗中心已於2月10日至14日（星期一至五）暫停服務。會員仍可透過虛擬辦公室下單。

Q: Can orders still be placed?

A: To prevent members and staff from travelling by public transport and gathering indoor which may increase health risk during this critical period, our Experience Center in Causeway Bay is closed during February 10 to February 14 (Monday to Friday). Members can still place their orders via Virtual Office.

2. 問：可否合併訂單送貨？

答：抱歉，現階段所有訂單均不能合併送貨。

Q: Can I combine my orders for delivery?

A: Sorry, all orders cannot be combined for delivery at the moment.

3. 問：可以用基本獎勵計劃之積分或電子錢包兌換逢星期一恢復供應之產品嗎？

答：為保障會員權益，並確保更多會員在此期間可選購當下高需求之產品，由2月17日起，所有恢復供應之貨品將以統一方式發售，且任何兌換計劃（包括積分及電子錢包）皆不適用。

Q: Regarding products that are going to be resumed every Monday, can I redeem with my Essential Reward Points or Account Credits?

A: In order to protect members' rights and to enable more members to enjoy purchase of high-demand products during this period, redemption (including Essential Reward Points or Account Credits) is NOT available for any products that are going to be resumed every Monday starting from February 17.



4. 問：現在可以下「體驗中心自取訂單」嗎？

答：我們持續關注疫情發展，因應近日狀況並為了以保障會員健康及安全為至上，由2月9日（星期日）起，系統已不接受任何自取貨品訂單。客戶可以選擇額外繳付 HK\$60 運費送貨至指定地址，或等待體驗中心重開後下單（我們將會不斷評估疫情狀況，以決定體驗中心重開日期）。同時，於體驗中心關閉期間，亦不提供任何貨品預留服務，敬請留意。

Q: Can I still place orders with “Self-pick-up at Experience Center” now?

A: We are paying close attention to the epidemic development and in view of the current situation, “Self-pick-up at Experience Center” as delivery method is not available in the system since February 9 (Sunday) considering members' safety. Customers can choose to change their orders to shipping orders for an extra HK\$60, or place orders after Experience Center re-opens (**Exact reopen date to be confirmed based on our continuous evaluation of epidemic development**). Meanwhile, kindly note that **product-reservation service is not available** during closure period of Experience Center.

5. 問：可否將早前已提交的「體驗中心自取訂單」轉為「送貨訂單」？

答：會員有兩個選擇：

1. 等待體驗中心重開後提貨（我們將會不斷評估疫情狀況，以決定體驗中心重開日期）；或
2. 改為額外繳付 HK\$60 運費，送貨至指定地址。

早前已提交訂單之受影響客戶將於本星期內收到短信通知，敬請留意及回覆。

Q: For my orders placed earlier, can I switch “Self-pick-up at Experience Center” to “Shipping Orders” now?

A: Customers have 2 options:

1. Wait until Experience Center reopens to pick up orders (**Exact reopen date to be confirmed based on our continuous evaluation of epidemic development**); or
2. Change to shipping orders for an extra HK\$60 to have products delivered to specified addresses.

Affected customers will receive an SMS notification by this week, **please stay tuned and reply.**



6. 問：已設定 2 月基本獎勵(ER)訂單之客戶如已選擇「自取貨品」，將如何安排？

答：公司提供以下兩個選項：

1. 等待體驗中心重開後提貨（我們將不斷評估疫情狀況，以決定體驗中心重開日期）；或

2. 改為額外繳付 HK\$60 運費，送貨至指定地址。請發送電郵至

HK@youngLiving.com/Macau@youngliving.com，提供正確的會員編號、4 位數字個人編碼(PIN)和訂單號碼以更改訂單取貨安排。

受影響客戶將於訂單處理後約 5 至 7 個工作天內收到短信通知，敬請留意及回覆。

Q: What is the arrangement for customers who have already placed their Essential Rewards (ER) orders in Feb and have chosen “Self-pick-up at Experience Center”?

A: Young Living provides 2 options as below:

1. Wait until Experience Center reopens to pick up orders. (**Exact reopen date to be confirmed based on our continuous evaluation of epidemic development**); or

2. Switch to shipping service for an extra HK\$60 to have products delivered to specified addresses. Please send your **member ID, 4-digit PIN number and order number** to HK@youngLiving.com/Macau@youngliving.com for order pick up amendments.

Customers will receive an SMS notification within 5-7 working days once ER orders have been processed. Please stay tuned and reply.

7. 問：較早前訂購了「ART 蘭花修護再生精華液」，為甚麼到現在仍未收到貨品？

答：好消息！「ART 蘭花修護再生精華液」已於本周到貨，並於 2 月 11 日（星期二）開始陸續派送。我們亦已發送電郵給較早前已訂購產品之會員，敬請留意送貨前 1 天發出的手機確認短訊。

Q: I have ordered “ART Renewal Serum” before and have yet to receive it?

A: Good news! “ART Renewal Serum” has been resumed since February 11 (Tuesday). Emails have already been sent to members who have ordered this product earlier, please also keep an eye on the SMS message that is sent one day prior to delivery as confirmation.



顧客服務 Customer Services

8. 問：服務何時全面回復正常？

答：銅鑼灣體驗中心及熱線電話服務已於 2 月 10 日至 14 日（星期一至五）暫停服務，公司將不斷評估疫情狀況，在安全情況下儘快恢復服務。

Q: When will all services be resumed?

A: Experience Center and Call Center in Causeway Bay is closed during February 10 to February 14 (Monday to Friday). We will continue to evaluate the situation and strive to resume service as soon as possible.

9. 問：如何聯絡客戶服務部？

答：縱使公司暫時未能提供銅鑼灣體驗中心及熱線電話服務，會員如有任何查詢仍可透過電郵 HK@youngliving.com / Macau@youngliving.com 與客戶服務部聯絡。由於電郵數量比平日急升，我們已經加派人手提高郵件處理速度，並會盡快處理您的查詢（7 個工作天內回覆）。**請不要重複發送相同郵件**，以便我們盡快回覆。感謝您的耐心等待及體諒。

Q: How to contact Customer Service team?

A: Although service of Experience Center and hotline is currently suspended, members can still contact Customer Service team by email at HK@youngliving.com / Macau@youngliving.com. We have assigned extra manpower to reply to emails as soon as we can (within 7 working days), as there has been a large increase in number of inquiries. **Kindly avoid sending duplicate emails to us** so we can get back to you in the shortest time possible. Thank you for your patience and understanding.



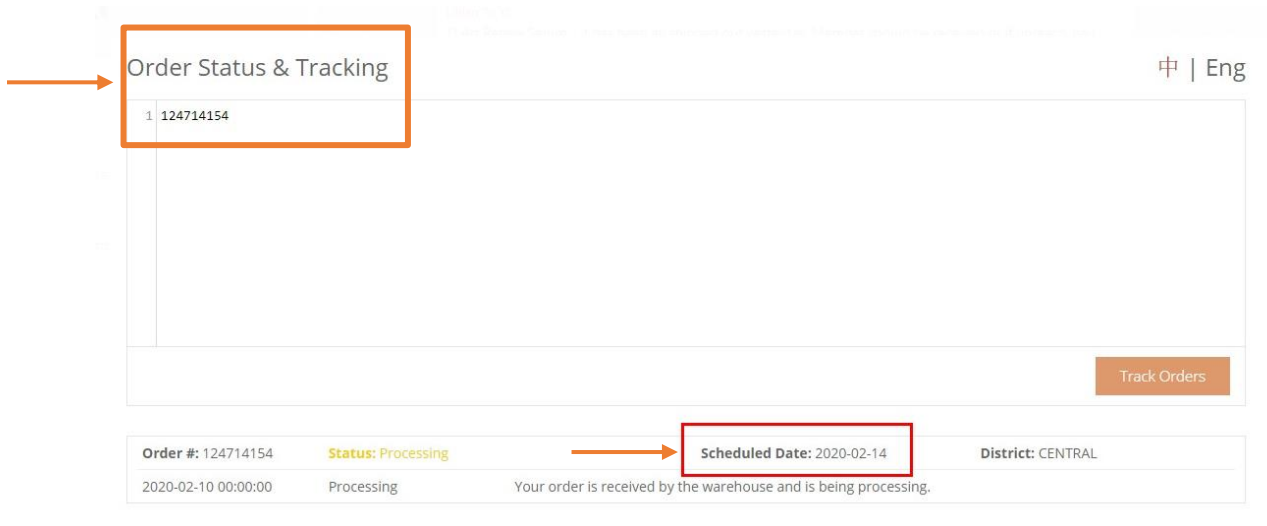
物流送貨 Shipping Services

10. 問：我在哪裡可以查看訂單送貨進度？

答：會員可以瀏覽 <https://yltracking.gols.com.hk/>，輸入「訂單編號」並查詢訂單送貨進度。

Q: Where can I keep track of my orders' delivery status?

A: Members can track their orders via the website <https://yltracking.gols.com.hk/>, enter "Order Number" to inquire about the status of delivery.



11. 問：物流公司會如何通知送貨時間？

答：會員將於送貨前 1 天收到短訊通知。如有任何關於送貨安排之查詢，可致電物流公司 2739-8874 或 WhatsApp 9120-0441。

Q: How will the logistics company notify us about delivery time?

A: An SMS message will be sent to members one day prior to delivery. For any shipping-related inquiries, you may contact the logistics company at 2739-8874 or by WhatsApp at 9120-0441.

12. 問：2 月 PV 獎賞 — 活性炭潔膚皂尚未送貨之訂單 (Back Order) 甚麼時候會有貨？

答：最遲 2 月 28 日。

Q: When will back orders of February's PV reward Charcoal Bar Soap be available for delivery?

A: By February 28 at the latest.



13. 問：如我居住之屋苑是「過去 14 天內曾有確診新型冠狀病毒感染個案在出現病徵期間逗留過的大廈」及「正在接受 14 天家居檢疫人士所居住的大廈」，我可以更改送貨地址嗎？會有額外收費嗎？
- 答：您可以透過電郵至 HK@youngliving.com / Macau@youngliving.com 聯絡客戶服務部以更改送貨地址，請提供正確的會員編號、4 位數字個人編碼(PIN)和訂單號碼。由於是次乃特殊情況，公司將不會因更改地址而收取額外費用。

有關送貨服務政策，請瀏覽：

香港：https://www.youngliving.com/zh_HK/company/local-delivery-policy#2.1

澳門：https://www.youngliving.com/zh_MO/company/local-delivery-policy

Q: The building I live in is one of the "Buildings in which confirmed cases of novel coronavirus infection have stayed during the symptomatic phase in the past 14 days" and "Buildings of the home confines who are under the 14-day home quarantine". Can I change my delivery address now? Will there be any extra charges?

A: If you want to change your delivery address, please contact our Customer Service team by email at HK@youngliving.com, with the correct **member ID, 4-digit PIN number and order number. No extra fee will be applied for this arrangement** considering this is an unusual situation.

Regarding our Local Delivery Service Policy, please see:

Hong Kong: https://www.youngliving.com/en_HK/company/local-delivery-policy#2.1

Macau: https://www.youngliving.com/en_MO/company/local-delivery-policy



系統 System

14. 問：我較早前的訂單已滿足獲 190PV 獎賞之條件，為甚麼在帳戶中還未看到 HK\$150 新會員入會優惠券？

答：由於電腦系統於 2 月初故障，並在搶修後於 2 月 7 日回復正常。我們預計於 2 月 17 日（星期一）或之前將優惠券存入 2 月 1 日至 6 日期間獲得獎賞會員之帳戶。不便之處，敬請原諒。

所有於 2 月 7 日（星期五）或之後下單之會員，如已滿足獲 190PV 獎賞之條件，可以如常於帳戶中查看 HK\$150 新會員入會優惠券。

Q: My previously placed order has fulfilled conditions of receiving February's 190PV rewards, yet I still have not seen the HK\$150 Enrollment Voucher under my account?

A: This is due to the malfunction of system at the beginning of February. It has been back to normal since February 7 after urgent repair work. HK\$150 Enrollment Vouchers are expected to be gradually added back to all member accounts that placed qualified orders during February 1-6 by February 17 (Monday). We apologize for any inconvenience caused.

For members who placed their orders on or after February 7 (Friday) and are entitled to 190PV rewards, you should see the HK\$150 Enrollment Voucher added to your account.

感謝您一直以來對 Young Living 的支持。無論任何時刻，Young Living 定必與您攜手共渡難關！

Thank you for your continuous support. Young Living will always be with you to overcome every challenge!