

Local Delivery Policy FAQ

1. What are the delivery options?

Home Delivery , self pick-up at our Experience Centre or self pick-up at SF lockers / stores.

Home Delivery

2. When will my order will be delivered to my shipping address?

Successful paid order will be delivered to you within 2 to 5 business days depending on the district. 2-3 more business days will be required for remote areas in Hong Kong and for delivery to Macau locations.

*Remote area: Airport, Cheung Chau, Discovery Bay, Lamma Island, Lantau Island, Ma Wan, Mui Wo, Ngong Ping, Peng Chau, Sha Tau Kok, Tai O, Tung Chung (Parcel will be delivered by SF-Express)

Delivery will be arranged between 9:00am and 6:00pm from Monday to Saturday (except for Public Holidays).

3. How do I find out where my parcel is before it reaches my shipping address?

Our logistics provider will send out a SMS notification and an email to the recipient according to the given phone number and email address provided for the order. You will receive a call 30 minutes prior to the actual delivery.



In case you are not available for proposed delivery period, please contact our logistics vendor for rescheduling.

Hong Kong Orders (V-Logic Limited)

+852 3102-3599 or WhatsApp +852 9163-2869

Macau Orders (Jet Global Logistics Limited)

+853 2871-1285 or +853 6683-3865

You could also track your parcel via our logistics vendor website

<https://portal.v-logic.net/yl/track/>.

4. Can I select the delivery date & time for home delivery?

Selection of delivery date and time is not available at the moment. If you are not available during the time period as indicated in the SMS prior to the delivery, please contact our logistics vendor for rescheduling.

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5. What if no one is present at the shipping location to receive the parcel upon the delivery?

Our logistics vendor will send you a SMS notification and an email to inform you of the unsuccessful failure. Upon 1 failed attempt, your parcel will be returned to the warehouse. Should you wish to re-schedule the delivery date and time, please contact our logistics vendor.



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If the delivery cannot be made upon 14 days from the order placement, your order would be cancelled and a handling fee of HK\$120 will be charged to your account automatically. For Essential Rewards Order, an additional restocking fee of 25% of the total invoice price will apply if the Essential Rewards order is processed and shipped due to failure to update the Essential Rewards template in a timely manner.

Young Living will not be responsible for any loss of commissions or ER points due to unsuccessful delivery. For redemption orders, the order would be cancelled and the ER points used will not be restored.

6. Can the parcel be delivered to the building's management office/Clubhouse if I am not present at the shipping location?

If the package is instructed to be delivered to a different location which deviates from the original shipping address (e.g. Management office of the building, Clubhouse, outside the apartment...etc.), Young Living is not liable for any loss or damage arising out of the circumstances beyond Young Living's control. No replacement order or refund would be issued under similar circumstances. Should there be any dispute, the decision of Young Living should be final.

7. The shipping address which I have selected is a building with no elevators and the location is on the 4th floor. Is there any additional fee for the delivery?

For locations without elevator, delivery service will be provided to the 1st - 3rd floors only. Eligible locations are subjected to the final decision by the logistics vendor. Members would be contacted by the logistics vendor when there are challenges in accessing the delivery location.

8. What are the shipping charges for delivery to my shipping location?

Shipping charges are calculated based on the total product weight of each single order. As an eco-friendly company, orders which were placed at similar time might be grouped together in one package for same time delivery and less material usage. Thank you for your understanding and support.



基本獎勵計劃會員尊享 • 新運費優惠
Essential Rewards Subscribers Exclusive · New Shipping Scheme

標準訂單 Standard Orders	基本獎勵(ER)訂單 Essential Rewards Orders
<p>3KG 首3公斤 First 3KG HK\$35</p> <p>KG 往後每公斤 Each KG afterwards + HK\$5</p> <p>300PV 或以上 or above FREE SHIPPING</p>	<p>149.99PV 或以下 or below</p> <p>3KG 首3公斤 First 3KG HK\$35</p> <p>KG 往後每公斤 Each KG afterwards + HK\$5</p> <p>150PV – 299.99PV</p> <p>300PV 或以上 or above FREE SHIPPING</p> <p>統一優惠運費 HK\$30 Fixed Promotion Rate</p>

*偏遠地區不另收費 / 以上機制將在2021年3月1日凌晨12時起生效，以單一訂單計算
**No extra charge for remote areas / **The above scheme is effective from 12:00am, March 1 2021, and calculation is based on each single order

9. Can I have my order delivered to locations other than Hong Kong or Macau?

Our local delivery service is designated for Hong Kong & Macau members only. We do not support delivery to other international locations.

Please contact InternationalSupport@youngliving.com to find out how to ship to other international locations.

For the eligibility to place an order to China locations, please contact ylchinanfr@youngliving.com.

Self Pick-Up at Lockers/Stores

10. When will the order be delivered to the locker/store?

Successfully paid order will be delivered to the pick-up point within 3 to 4 business days depending on the availability of the locker/stores. If your selected locker is full, SF Express will automatically assign your parcel to a nearby locker. Please refer to the most updated SMS for the final pick up point.

11. Would I be notified when the order is ready to be picked up from the locker/store?

Yes. Courier will send a SMS notification to you when the parcel is ready for pick up. Please collect the parcel before the expiry date and time shown in the SMS notification.

12. Can I pick up the parcel at locker / stores after the expiry date and time shown in the SMS?

If the parcel is not picked up before the expiry time and date, an overtime storage fee will be charged by SF-Express and required to be paid upon the collection of the parcel. For inquiries on SF-Express services, please contact SF-Express hotline +852 27300273.

13. Can I select the date and time for picking up the order at the locker/store?

The date and time shown in the SMS for picking up the order at the locker/store is arranged by SF Express. For inquiries on SF-Express services, please contact SF-Express hotline +852 27300273.

14. Can I make any changes on the shipping method, the locker/store location or the contact number after the order is completed?

NO changes or cancellation of an order is allowed when the order is completed. Further, once the pick-up store / locker is selected and the order processed, the shipping method via SF Express is confirmed and no further changes could be made on the shipping method. For inquiries on SF-Express services, please contact the SF-Express hotline +852 27300273.

The **accuracy of your contact number is important** because you would be receiving SMS notifications regarding the pick-up date/time/location via this phone number.

15. What are the lists of pick up locker / store locations?

Locker locations:

https://htm.sf-express.com/hk/tc/dynamic_function/S.F.Network/EF-Locker/

Business Station Locations:

https://htm.sf-express.com/hk/tc/dynamic_function/S.F.Network/SF_business_station_address/

Store Locations:

https://htm.sf-express.com/hk/tc/dynamic_function/S.F.Network/SF_store_address/

16. What is the delivery fee for choosing to pick up at the store / locker?

The estimated shipping fee is HK\$30 for the first kg, and HK\$6 for every 0.5kg afterwards.

17. How can I pay for the delivery fee when I pick up the order at the store/locker?

For pick up at stores, payment can be settled by Cash, Octopus, PayMe, Alipay HK and WeChat Pay HK.

For pick up at lockers, payment can be settled by Octopus, PayMe, Alipay HK, WeChat Pay HK.