



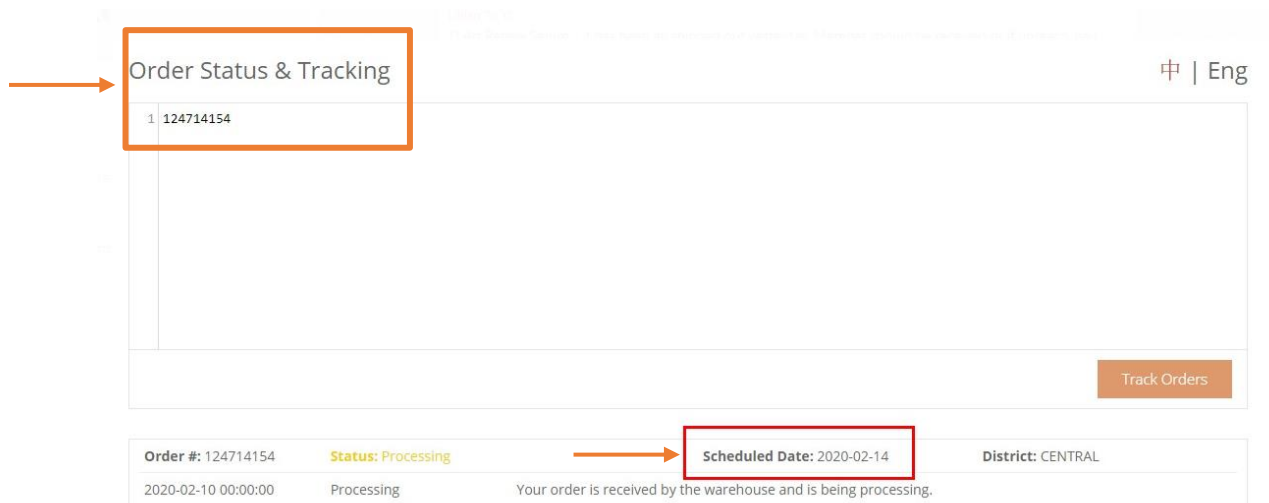
## Young Living 於抗疫期間之物流送貨安排 Young Living's Shipping Arrangements During Epidemic Development

1. 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.



2. 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.



3. 問：如我居住之屋苑位於「[曾有確診或疑似 2019 冠狀病毒病個案的大廈名單](#)」上，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](mailto:HK@youngliving.com) / [Macau@youngliving.com](mailto: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](https://www.youngliving.com/zh_HK/company/local-delivery-policy#2.1)

澳門：[https://www.youngliving.com/zh\\_MO/company/local-delivery-policy](https://www.youngliving.com/zh_MO/company/local-delivery-policy)

Q: The building I live in is on the "[List of buildings with confirmed / probable cases of COVID-19](#)". 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](mailto: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](https://www.youngliving.com/en_HK/company/local-delivery-policy#2.1)

Macau: [https://www.youngliving.com/en\\_MO/company/local-delivery-policy](https://www.youngliving.com/en_MO/company/local-delivery-policy)

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!**