

## 收貨後注意事項

### Reminder after receipt of shipment

1) 請核對付運單據上和付運訂單標籤上的會員號碼是否相同。

1) Please confirm the member number on delivery note and order delivery label are the same.

*Photo: Delivery Note and order delivery label (member number)*

**Delivery Note**  
Young Living Hong Kong Limited  
2/F, Soundwill Plaza II Midtown 1 Tang Lung Street  
Causeway Bay, Hong Kong  
+852 2897 5600 (toll-free) 1688888 (Direct Toll Free)

**From** : Young Living Hong Kong Ltd  
**Recipient** : **21474592** - Chan Tai Man  
**Recipient Phone** : 28975600  
**Delivery Note #** : DEL9159025  
**Customer Order #** : 94753772033021  
**# of Product** : 16

**Ship To** : Chan Tai Man  
Young Living Hong Kong Limited 10/F,  
Soundwill Plaza II Midtown 1 Tang Lung  
Street

**Page** : 1 of 1

Order #	Type	Product Code	Description	Qty	Sellable Unit
155037955	Kit	326529	THIEV SPR, 3pk (HK)	1	
	Component	326529	THIEV SPR, 1oz (HK)	3	Piece
	Item	342329	THIEV, 15ml (HK)	3	Piece
	Item	357529	L'NDR, 15ml (HK)	3	Piece
	Item	368529	SHMPQ, KDSCTS, 8oz/230ml (HK)	1	Piece
	Kit	37977	THIEV WTRLESS HND SNTZR, 3pk	1	
	Component	3621	THIEV WTRLESS HND SNTZR, 1oz	3	Piece
	Item	468529	JADE LEMON, 5ml (HK)	3	Piece
	<b>Total:</b>				16 Piece
	<b>Total:</b>				0 Piece

**Terms & Conditions:**  
1) Please check the product thoroughly, any order discrepancy or damage must be reported within 8 days of receipt. You may return or exchange items purchased within 30 days of receiving them.  
2) Please visit our website for more information regarding our Delivery & Return Policy details.

**Order #** : SAL9172448 **Delivery Note #** : DEL9159025-1

YL SHB0165810

**DEL9159025**

**Delivery** : 01-Apr-2021 09:00 To 13:59  
**Date**  
**Region** : HK-C-Causeway Bay - 銅鑼灣  
**Recipient** : **21474592** - Chan Tai Man  
**Phone** : 28975600  
**Address** : Young Living Hong Kong Limited 10/F,  
Soundwill Plaza II Midtown 1 Tang Lung  
Street Causeway Bay HKI HK

**Carton #** : 1 / 1  
94753772033021

**Signature:**

16

2) 請檢查在付運訂單標籤右下角的數字與收到的總產品件數是否相同

2) Please check if the number on bottom right corner of order delivery label and the total quantity of received items are the same.

*Photo: order delivery label (item quantity)*

YL SHB0165810

**DEL9159025**

**Delivery** : 01-Apr-2021 09:00 To 13:59  
**Date**  
**Region** : HK-C-Causeway Bay - 銅鑼灣  
**Recipient** : 21474592 - Chan Tai Man  
**Phone** : 28975600  
**Address** : Young Living Hong Kong Limited 10/F,  
Soundwill Plaza II Midtown 1 Tang Lung  
Street Causeway Bay HKI HK

**Carton #** : 1 / 1  
94753772033021

**Signature:**

16

3) 為了保護您的貨品安全到達，物流公司會使用啡色填塞紙填充箱內空隙，因此請閣下在丟棄付運包裝盒及所有包裝前小心檢查。

3) To ensure the well-being of the products, brown filling paper (as shown in the photo) is used for filling the space of carton for protection. Please ensure that all products are received for the paper and the carton box are being discarded.

*Photo: brown filling paper in parcel*



**1) 如果我在收到訂單貨品後發現產品出現誤差或損壞，該怎麼辦？**

**1) What should I do if any item is missing or damaged?**

很抱歉讓您遇到問題。為了盡快會為您解決事件，請您在收貨後 5 個工作天內填寫[此表格](#)通知我們。

We are sorry to hear that from you. Please send the request [HERE](#) within 5 business days of receipt of shipment in order to settle your issue as soon as possible.

## 2) 我需要準備什麼資料？

### 2) What information do I need to include for submitting a request on missing item?

如果您收貨後發現產品不見了，請準備

If there is any missing item, please include the following information in your communication with YLHK:

a) 會員號碼

a) Member Number

b) 四位數字保安編碼

b) 4-digit PIN number

c) 付運訂單號碼 (詳情請參考問題 5 。)

c) Delivery Order Number (Please refer to question 5.)

d) 遺失產品名稱及數量

d) Missing Item Name and Quantity

e) 兩張照片 - 付運訂單標籤及付運包裝盒 (包括已收到的貨品照片)

e) Two Photos - Order Delivery Label and Carton box with received items (詳情請參考問題 3.1 和 3.2 。  
Please refer to question 3.1 and 3.2.)

如果您收貨發現產品出現損壞，請準備

If there is any damaged item, please include the following information in your communication with YLHK:

a) 會員號碼

a) Member Number

b) 四位數字保安編碼 4-digit PIN number

b) 四位數字保安編碼

b) 4-digit PIN number

c) 付運訂單號碼 (詳情請參考問題 5 。)

c) Delivery Order Number (Please refer to question 5)

d) 損壞產品名稱及數量

d) Damaged Item Name and Quantity

e) 兩張照片 - 付運訂單標籤及損壞產品狀態

e) Two Photos - Order Delivery Label and Situation of damage item (詳情請參考問題 3.1 和 3.3。Please refer to question 3.1 and 3.3.)

**3) 我提供的相片需要符合什麼要求？**

**3) What is the requirement of the photos?**

3.1) 付運訂單標籤

3.1) Order Delivery Label

請清楚拍攝在付運訂單標籤上的資料。您可依照下列的相片作參考。

Please capture clearly the information on order delivery label. You may find the below photo for reference.

*Photo: order delivery label*



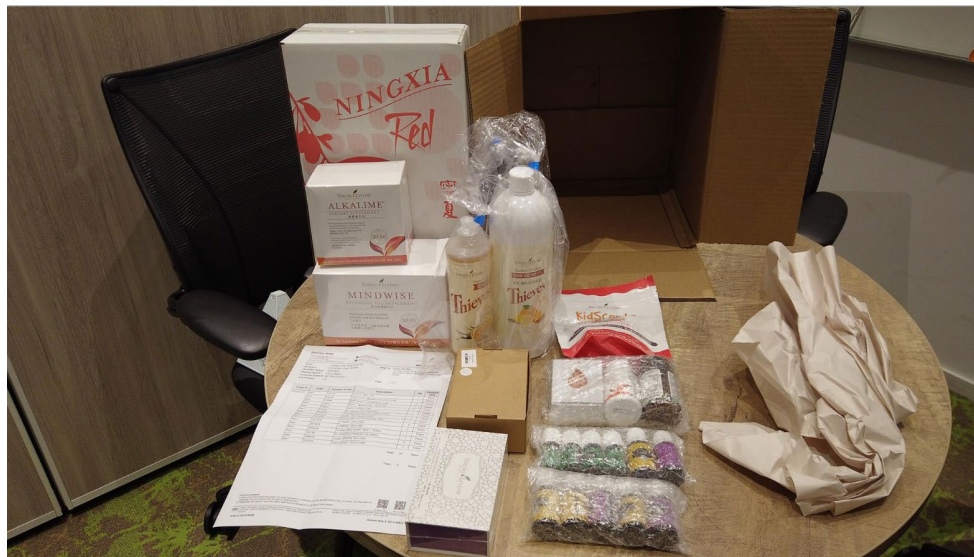
### 3.2) 付運包裝盒 (包括已收到的貨品照片)

### 3.2) Carton box with received items

請連同您收到的全部貨品和付運包裝盒一併拍攝。您可依照下列的相片作參考。

Please capture the carton box with all received items in one photo. You may find the below photos for reference.

*Photo: carton box with received items*



### 3.3) 損壞產品狀態

#### 3.3) Situation of damage item

請清楚拍攝產品損壞的情況。如有需要，您可以提供多於一張相片。

Please capture the status of damage item to us. You may provide more than one photo if needed.

#### 4) 如果我所提供的資料 (包括照片) 未能依照 Young Living 的指示，怎麼辦？

#### 4) What if the provided information on the photos does not fulfil Young Living's requirement?

在缺乏完整資料(包括照片)的情況下，我們的處理程序將較為需時，因此煩請閣下依照上述要求提交資料，以便我們為您儘快提供解決方案。

We are sorry to inform you that our handling time will be extended when the required information is unavailable.



## 5) 怎樣找到我的付運訂單號碼？

### 5) How do I find out my delivery order number?

#### 方法一 Method 1

您可以在付運訂單標籤的左下角找到您的付運訂單號碼。

Please refer to the bottom right corner of the order delivery label for the delivery order number.

#### 方法二 Method 2

下單會員可於由物流公司發出的短訊或郵件中查閱您的付運訂單號碼。

Please refer to SMS or email which was sent from the logistic company to the member (member account used to place the order) for the delivery order number.

*Photo: emails and SMS example from courier*

親愛的 Young Living 客戶,

你 Young Living 的訂單已預定在以下時間送貨：

訂單編號:	93998932022821
預計送貨日期:	2021-03-02
預計送貨時間:	09:00 - 14:00

如需更改送貨安排, 請在今天 17:00 或預計送貨日期前最少一工作天經 WhatsApp <https://api.whatsapp.com/send?phone=85291632869> 聯絡我們。我們的營業時間為星期一至五 9:30 - 17:00 (公眾假期除外)。

Young Living 之代表  
維運物流有限公司

Dear Young Living Customer,

Your following Young Living order is scheduled to be delivered on :

Order Number:	93998932022821
Expected Delivery Date:	2021-03-02
Expected Delivery Time:	09:00 - 14:00

To change the delivery arrangement, please WhatsApp us <https://api.whatsapp.com/send?phone=85291632869> before 17:00 today or at least one day before the scheduled day. Our office hour is Monday to Friday 9:30 - 17:00 (except public holiday).

V-Logic on Behalf of The Young Living



**6) 填寫表格後，我何時會收到回覆？**

**6) When will I get a reply after I have sent the request?**

在一般情況下，我們將於七個工作天內聯絡會員，並且提供解決方案。

In general, we will contact the member to follow-up and provide a resolution within 7 working days.

**7) 我可以為我的下線會員填寫表格嗎？**

**7) Can I send the request on behalf of my team member?**

我們建議由收貨會員本人親自填寫該表格，並且請依照上述的要求提交資料，以便我們與相關部門的溝通。

We suggest that the Member who had received the package to provide the required information (as stated above).