



## 2024 Young Living Hong Kong and Macau – Grow & Go 2024 Incentive Contest

Note: Please read and understand the terms below before joining the Contest

### **Contest Rules:**

#### **Program Details**

2024 Young Living Hong Kong and Macau – Grow & Go 2024 Incentive Contest (“Contest”) is organized by Young Living Hong Kong Ltd. located at 20/F, Soundwill Plaza II Midtown, 1 Tang Lung Street, Causeway Bay, Hong Kong (“Young Living”). The Contest begins on March 1, 2024, at 12:01 a.m. HKT and ends on June 30, 2024, at 11:59 p.m. HKT (“Contest Period”). Young Living’s method of timekeeping is the official time clock for the Contest and is final and undisputable. Qualifiers will be selected after the Contest Period, based on the pre-determined criteria listed below and the membership rank of each eligible Young Living brand partner. By participating in the Program, each participant agrees to abide by and be bound by these terms and conditions. Participants further agree to abide by and be bound by all decisions of Young Living which shall be final and binding, without right of appeal, in all matters relating to the Program and the award(s), including without limitation, eligibility and/or disqualification of entries.

#### **Eligibility**

All Young Living Hong Kong and Macau active brand partners with good standing are eligible to participate in the contest. Those who achieve Brand Partner to Royal Crown Diamond during the Contest Period must: (i) be 18 years old or above as of February 29, 2024; (ii) hold a valid Hong Kong or Macau Permanent Identity Card or resident certificate; and (iii) have their main billing address (listed under brand partner account) in Hong Kong or Macau Special Administrative Region. The Contest does not include all brand partners of other countries and is not valid in countries that are prohibited. Active brand partners generally refer to brand partners who have purchased products of at least 50PV in the past 12 months and signed Young Living Membership Agreement. Rank is based on the ranking system outlined in the Young Living Compensation Plan.

#### **How to Enter**

Participants must log into the leaderboard portal at least once within the Contest Period (by June 30, 2024) to be eligible to prizes and travel rewards.

**How to Earn Points**

Qualification Summary Table

<b>CRITERIA</b>	<b>ENROLLMENT</b>	<b>RANK ADVANCED</b> (First-Time during the Contest Period)	<b>MAINTAIN</b> (Each additional month during the Contest Period)
<b>1. PERSONAL ENROLMENTS</b>			
Enrollment order Standard or Essential Rewards order of 100PV+ (Month 1 only)	2 points	-	-
Enrollee additional orders Essential Rewards order of 100PV+ (in Month 2 or Month 3 or Month 4)	-	-	1 point
<b>2. PERSONAL ENROLLEE RANK ADVANCEMENT</b>			
Assist your enrollee to rank advance to STAR	-	2 points	1 point
Assist your enrollee to rank advance to SENIOR STAR	-	4 points	2 points
Assist your enrollee to rank advance to EXECUTIVE	-	12 points	6 points
Assist your enrollee to rank advance to SILVER	-	20 points	10 points
<b>3. YOUR PERSONAL RANK ADVANCEMENT</b>			
Your rank advance to STAR for the first time	-	2 points	1 point
Your rank advance to SENIOR STAR for the first time	-	4 points	2 points
Your rank advance to EXECUTIVE OR ABOVE for the first time	-	12 points	6 points

Points are calculated and updated three times a week. Points related to rank up behaviors will be calculated on a monthly basis, estimated to be on or about the 20th of each month, and may be reflected on the leaderboard. By participating in this Contest, participants acknowledge and accept that this information and their names may be publicly displayed on a leaderboard. Young Living brand partners who do not wish to participate in the Contest may opt-out and have their names removed from the leaderboard by contacting Member Services. Participants may not transfer their points to another person. All points will expire after the Contest Period has ended. Points cannot be redeemed for any other Young Living event, program, or product. Points have no cash value and cannot be redeemed or refunded as such. Points earned through backdating will be handled on a case-by-case basis. Returns or exchanges of products that lead to points being earned or changes in rank through product returns or exchanges may result in the corresponding points being forfeited.



### **How to Win Prizes**

The participants with the highest number of points AND fulfilling the additional requirements will each qualify to win one of the Travel Rewards ("Trip") (Rank 1-100) or Product Rewards, depending on their rank among the highest point earners. Product Rewards will be awarded to participants who reach certain point thresholds during the Contest Period.

In the event of a tie between one or more participants for any prize, Young Living will follow a tie breaker analysis, involving all point categories and how many of each point category occurred. For example, if two individuals were tied for the same spot on the leaderboard, the participant would be awarded according to the following sequence with the greater count of point: 1) Personally enrolled first-time Standard or Essential Rewards order of 100PV+. 2) Personal enrollee rank advancement. 3) Personal rank advancement. Young Living reserves the right to award additional prizes to any participant for any reason, at its sole discretion, and regardless of the number of any points earned.

### **Prizes**

Rewards are given to qualifiers based on the categories and respective reward conditions listed below. The qualifiers' primary billing addresses must be Hong Kong or Macau addresses throughout the Contest Period. Other parties are not allowed to take this trip as companions, except for owners of each membership. Each qualifying account will be entitled to one reward only.

All participants must maintain a minimum of one 100PV (Essential Rewards) order per month between March 2024 to June 2024, inclusive, to be eligible to redeem the prizes. All Trip reward qualifiers must personally enroll a minimum of eight (8) Young Living brand partners (Hong Kong and Macau) during the Contest Period who place a \*Qualifying Order during the Contest Period.

### **\* Definition of Qualifying Order**

All participants must maintain a minimum monthly 100PV order between March 2024 to June 2024, inclusive, to be eligible to redeem the prizes.

### Travel Rewards Requirements

Minimum Points Criteria	Qualifiers	Rewards
40	Rank 1 – 100	<ul style="list-style-type: none"> <li>One (1) pax of Young Living Incentive Trip for One in September 2024, including:               <ul style="list-style-type: none"> <li>One (1) Economy class round-trip ticket from Hong Kong to Taiwan</li> <li>Three (3) nights of accommodation (shared room*) at a designated hotel</li> <li>Attendance to exclusive Young Living activities and Recognition Party</li> </ul> </li> </ul> <p>Approximate Retail Value (“ARV”): HKD20,000</p>

#### \* Definition of Share room

Rank 1-5 own one room, Rank 6-100 shared room is subjected to designated hotel room availability which may be shared with 1 or more qualifiers.

#### ^Additional Requirements to win the Travel Rewards:

Participants who can fulfill ALL the requirements as listed below during the Contest Period, will qualify for the Trip and corresponding product prize.

- For Rank 1-100, participants must achieve a minimum of forty (40) points during the Contest Period
- For Rank 1 – 100, participants must personally enroll a minimum of eight (8) Young Living brand partners (Hong Kong and Macau) during the Contest Period who place a Qualifying Order during the Contest Period
- For Rank 1 – 100, participants must fulfill the starting rank requirement as below (Starting Rank means the paid rank in February 2024):
  - **Distributor, Star or Senior Star (Never been to Executive rank prior 29 Feb 2024):**
    - Must rank up to new Executive or above during the Contest Period
    - Must have at least maintain the rank of Executive or above for ANY two months between March 2024 to June 2024 (including new rank advancement month)
    - Must have at least achieved the rank of Executive or above in June 2024
  - **Distributor, Star or Senior Star (Has been to Executive rank prior 29 Feb 2024):**
    - Must create one new personally enrolled Executive or above during the Contest Period
    - Must have at least maintain the rank of Executive or above for ANY two months between March 2024 to June 2024
    - Must have at least achieved the rank of Executive or above in June 2024
  - **Executive:**
    - Must create one new personally enrolled Executive or above during the Contest Period
    - Must have at least maintain the rank of Executive or above for ANY two months between March 2024 to June 2024
    - Must have at least achieved the rank of Executive or above in June 2024
  - **Silver and above:**
    - Must create one new personally enrolled Executive or above during the Contest Period
    - Must have at least maintain the rank of the same as their Starting Rank (paid rank in February 2024) in June 2024

4. For Rank 1 – 100, participants must fulfill their minimum OGV requirement and each starting rank participants has assigned specific growth target to achieve as below:
- Distributor, Star or Senior Star: 4,000 OGV
  - Executive: 6,000 OGV
  - Silver: 10,000 OGV
  - Gold: 12,000 OGV
  - Platinum: 18,000 OGV
  - Diamond or above: 28,000 OGV

Example: How to calculate cumulative OGV growth  
Senior Star OGV Growth Target = 4,000

	Baseline OGV	Qualification Period				Total Cumulative OGV Total
		March 2024	April 2024	May 2024	June 2024	
<b>Monthly OGV</b>	<b>4,500</b>	4,350	6,100	5,900	6,500	-
<b>Cumulative difference</b>	-	+ 0	+ 1,600	+ 1,400	+ 2,000	5,000
<b>Cumulative growth calculation</b>	-	4,350 – 4,500	6,100 – 4,500	5,900 – 4,500	6,500 – 4,500	-

Baseline OGV = Average of (Total 4 months OGV) from November 2023 to February 2024

Current calendar month OGV - Baseline OGV = Cumulative growth

If monthly OGV is lower than baseline OGV, we will count it as (0) cumulative OGV instead of negative cumulative OGV.

### Product Rewards Requirements

Participants who fulfill the requirement as listed below during the Contest Period, will qualify for the corresponding product prize.

1. All participants must maintain a minimum monthly 100PV (Essential Rewards) order between March 2024 to June 2024

Minimum Points Criteria	Level	Rewards
<b>30</b>	<b>Level 3</b>	<ul style="list-style-type: none"> <li>• One Voice Essential Oil 5ml</li> <li>• Sweet Aroma Diffuser</li> <li>• Gary's Light Essential Oil 5ml</li> </ul> Approximate Retail Value ("ARV"): HKD1,737



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ESSENTIAL OILS

<b>20</b>	<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Sweet Aroma Diffuser</li> <li>• Gary's Light Essential Oil 5ml</li> </ul> Approximate Retail Value ("ARV"): HKD1,079
<b>10</b>	<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Gary's Light Essential Oil 5ml</li> </ul> Approximate Retail Value ("ARV"): HKD526

\*All participants, including those who win Rank 1 -100 trip prizes, are also eligible to Level 3 Product Rewards.

2. Participants can fulfill the below three criteria for the reward upgrade:

Criteria	Level	Rewards
a. 20 points or above b. Participants who are in Rank 1-400* c. Enroll at least 5 new brand partners	Special reward upgrade	Upgrade the diffuser model from Sweet Aroma Diffuser to Wanderful Nebulizer (Lilac)

**Wanderful Nebulizer Early pick up promotion:** Once brand partner complete 20 points or above and enroll at least 5 new brand partners on or before April 30, 2024, the upgraded Wanderful Nebulizer will be received in June 2024.

\* If two qualifiers were tied for the same spot on the leaderboard of reward upgrade, the qualifier would be awarded according to the following sequence with the greater count of point:

- a. Achieve points
- b. Total numbers of personal enrollment
- c. Total PV of enrollment order in new member who are personal enrolled



## General Prize Conditions

Young Living is not responsible for, and the qualifiers will not receive the difference, if any, between the current value of a prize at the time of the award and the approximate retail value ("ARV") indicated in these Contest Rules or in any promotion-related correspondence or materials. The "Trip" for this Contest, if applicable, will be limited to airfare, hotel accommodation, lodging and food provided to the qualifier by Young Living at its sole and absolute discretion. In the absence of sufficient eligible participants to award all qualifiers, Young Living reserves the right to award only the number of rewards according to eligible participants. Any rewards not awarded after the Contest Period may be left unawarded. The prize restrictions/conditions set forth herein are not inclusive. Rewards are non-transferable and cannot be redeemed for cash, except that Young Living reserves the right, at its discretion, to substitute a prize (or a portion thereof) for a prize of equal or greater value. The rewards are awarded "AS IS" and WITHOUT WARRANTY OF ANY KIND, express or implied, including, but not limited to, any implied warranties of merchantability and for any other particular purpose. All taxes (including income and withholding taxes), if any, as well as any other costs and expenses associated with award acceptance and use not specified herein as being provided are the participant's responsibility, regardless of whether the award is used in whole or in part.

All expenses not indicated herein as part of a prize are at the sole responsibility of the qualifiers. A prize will be forfeited if the qualifier is not available to travel on the dates specified for the trip; or if the qualifier does not have the required identity documents for the scheduled date for the trip. Travel insurance is mandatory for each qualifier. Each qualifier is fully responsible for obtaining any travel insurance (and any other form of insurance) hereby acknowledge that Young Living does not obtain and will not obtain or provide travel insurance or any other type of insurance. Qualifiers agree to accept the terms and conditions of all airlines and other third-party service providers used in connection with the rewards. Young Living is not responsible if tickets, etc., are stolen, lost or transferred by a qualifier will not be replaced or rescheduled if they lose transportation for any reason. Exact dates and locations are subject to change at Young Living's discretion.

All Trip prize qualifiers must set off together on the same itinerary and have all required identity and travel documents. Airfare is non-refundable and non-transferable and is not valid for upgrades and/or frequent flyer miles.

All qualifiers will not receive cash or any other form of compensation if the current rewards costs are less than the ARVs indicated in these Contest Rules. Young Living shall not be liable for any cancellation, delay, diversion or substitutions or any other fact or omission in any way by other carriers or any other person providing any of these required services and accommodation. No refunds, no compensation will be made in the event of cancellation or delay of any flight except Young Living's discretion.

During the Contest Period, participants may be regularly audited to monitor their compliance with the Young Living Policies and Procedures applicable to the participant's jurisdiction ("**Young Living Policies and Procedures**"), including but not limited to, those sections belonging to advertising and promotions. Any violation of Young Living's Policies and Procedures will disqualify the participants in its entirety. Young Living reserves all rights to adjust the mechanics or criteria of the trip within the Contest Period and decide on qualifiers after auditing results.



### **Notification/Reward Acceptance**

The qualifiers will be selected after the end of the Contest Period or before **July 30, 2024**. The qualifiers' names will be available on Young Living website of your market once the qualifier has been selected and all qualification goals have been completed and verified.

On or before **July 30, 2024**, emails will be sent to the qualifiers who are eligible for the rewards containing the acceptance links where the qualifiers must accept or decline the prizes and complete a registration form by August 9, 2024 at 11:59 p.m., HKT. Failure to respond to the acceptance email via the link within this period will be considered as a reward rejection. This rejection cannot be reversed and in a similar way, acceptance of the prizes will be final. If a qualifier rejects the rewards, he/she will no longer be eligible for any prize. The product rewards prize will be delivered along with the prize winners' August 2024 ER order.

### **Trip Arrangement**

This Trip will be arranged by a professional travel consultant agency recommended by Young Living. A self-purchasing ticket reimbursement mechanism is not applicable for this trip. All travel arrangements must be finalized and booked at least four weeks prior to the start of the trip. A qualifier's failure to respond to emails and phone calls from Young Living or Young Living's preferred travel agent within 24-hours could result in a forfeiture of the airfare portion of the Prize. All flight arrangements associated with the Prizes, once ticketed, are final and qualifiers are responsible for any and all fees associated with changing travel in any way.

Travel costs incurred between a qualifier's home and the airport are at the qualifier's own expense. Luggage fees and other expenses are also solely the responsibility of the qualifier. All personal expenses incurred on the trip are the responsibility of the qualifiers. Qualifiers will be required to provide their own personal credit card or debit card to cover their own incidental expenses. Incidentals are not included in the prizes for the trip. Travel insurance must be purchased by the winners at their own expense.

### **Cancellation and Refunds; Force Majeure**

Qualifiers who qualify for the prizes and cancel their participation in the trip will not receive a refund for the value of the rewards. Young Living may request qualifiers who have canceled their participation, at the company's discretion, to reimburse Young Living for costs related to the cancellation of their trip. Young Living will not compensate, in cash or in kind, qualifiers who are unable to participate in the trip after their acceptance.

Young Living will not be liable or held responsible in the event of cancellation of the Contest or if delivery of a prize is prevented or delayed due to any of the following: strikes, picket lines, boycott efforts, fires, floods, accidents, pandemics, global health warnings, outbreak, war (whether or not declared), revolution, riots, insurrections, acts of God, acts of government, acts of the public enemy, scarcity or rationing of gasoline or other fuel or vital products, inability to obtain materials or labor, or other causes that are beyond the reasonable control of Young Living. Young Living may, at its sole and absolute discretion, substitute the rewards with cash prizes, product prizes or any other prizes as determined by Young Living from time to time.





If the qualifier is tested COVID-19 positive before or during the trip and not able to attend the trip itinerary, they will only be covered by their own travel insurance and, if any, must follow the Hong Kong, Macau and/or Japan governments' protocol for people who tested COVID-19 positive. Young Living will not compensate, in cash or in kind, qualifiers who are unable to participate in the trip at this case.

### **Authorization**

By participating in the Contest and accepting the rewards, the qualifiers approve the use of his or her name, address (city and state/province), voice and statements relating to the Contest and Young Living, as well as photographs or other likeness without receiving additional compensation, notice or permission, in any publicity or advertising conducted by Young Living or any related entity in any media without time or territorial limitation, except where prohibited by law.

### **Limitations of Liability**

Young Living and its affiliates, subsidiaries or parent company are not responsible for any inaccuracies in the information that may be used in the Contest, for any error technical or human errors that may occur in the processing of entries, including data entered by participants, any communication failures such as technical errors related to computers, telephones, cables and unavailable networks or connections of servers, related technical failures, or other failures related to the computer, software, or viruses or incomplete, late, or misdirected entries. Any compromise with the fair and appropriate conduct of the Contest related to a computer virus or similar type of technical impairment that may affect the appropriate impartiality, security and administration of the Contest may result in the termination or modification of the Contest or any part thereof at Young Living's sole discretion. Young Living reserves the right, at its sole discretion, to void any entry by participants whom Young Living deems to have breached or harmed the administration, security, impartiality or proper development of the Contest or that does not act in an honorable manner or that acts with the intent to threaten or harass any other person.

By participating in the Contest, participants waive all rights to claim punitive, incidental and consequential damages, attorneys' fees or any damages other than actual costs or losses that may arise as a result of participation in the Contest, acceptance, possession and/or use of any prize.

Participants shall defend, indemnify and hold harmless Young Living from any action, suit, damages, costs or expenses (including reasonable attorney fees) arising from or in connection with any claim that the information or material provided to Young Living hereinunder which infringes any copyright, trademark, industrial designs, patent or any other intellectual property rights of any third party.

All causes of action arising out of or relating to the Contest or any prize awarded shall be resolved individually, without recourse to any form of class actions. Some jurisdictions may not allow certain limitations of damages or liability to seek damages through class actions, therefore some of these restrictions may not apply.

### **Other Rules and Regulations**

20/F, Soundwill Plaza Midtown, 1 Tang Lung Street, Causeway Bay, Hong Kong  
Hong Kong - Tel: +852-2897-5600 | [HK@youngliving.com](mailto:HK@youngliving.com)  
Macau - Tel: 0800848 | [Macau@youngliving.com](mailto:Macau@youngliving.com)



Each prize qualifier will be responsible for all applicable taxes on his or her prize, whether or not the prize is used, unless he or she refuses to accept a prize at the time it is presented. Where applicable, the qualifier will have the fair market value of the accepted prize reported on an applicable tax form. If certain aspects of the prize change and are not under the control of Young Living, or if for any reason, all or any part of the prize is or becomes unavailable, Young Living will not be liable or responsible for any such changes and Young Living reserves the right to substitute a prize equivalent or greater value, at Young Living's sole and absolute discretion. No transfer of prize to a third party is allowed. By accepting the prize, the prize qualifiers agree that Young Living shall not be liable for any injury, damage or loss of any kind resulting from or in connection with the award, acceptance, possession or use of the prize or any part or aspect thereof.

Young Living shall be the final arbiter of the interpretation of the rules and of the qualification determinations and such decisions shall be final. Where applicable, the prizes will be reported as income in the qualifier's annual tax form. Prize qualifiers will be responsible for the payment of all taxes for any prize and/or the grant or subsidies awarded by Young Living. Young Living reserves the right to suspend or terminate the Contest without notice, for any reason if it deems necessary, at its sole and absolute discretion. Young Living employees and their associated entities and their spouses and immediate family brand partners are not eligible to participate in the Contest. The Contest is void where prohibited by law.

By participating in the Contest, the participants: (i) acknowledge compliance with these Contest Rules including all eligibility requirements, (ii) warrant that any information the participants provide in connection with the Contest is true and accurate, (iii) agrees to abide and be bound by Young Living's decisions, which will be final and binding on all matters relating to the Contest, and (iv) agree and consent to the collection, use and processing of their personal data pursuant to the applicable laws prescribed in accordance with the terms under the Contest Rules. Participants who do not comply with the Contest Rules and Young Living's Policies and Procedures are subject to disqualification.

The Contest is subject to all applicable laws of Hong Kong. All matters and questions relating to the construction, validity, interpretation and enforceability of these Contest Rules, or the rights and obligations of the participants and Young Living in connection with the Contest shall be governed by and interpreted in accordance with the substantive legislation of the courts in Hong Kong without regard to conflicts of law principles. All participants agree to submit to the jurisdiction of the courts of Hong Kong.

In the event of any conflict with any details of the Contest details contained in these Contest Rules and contest details contained in other promotional materials (including, but not limited to, any point of sale, online or printed advertising), the details of the Contest as set forth in these Contest Rules shall prevail.

Failure by Young Living or the decision not to enforce any provision of these Contest Rules shall not constitute a waiver of that or any other clause. In the event that any provision is found to be invalid or unenforceable or otherwise unlawful, these Contest Rules shall remain in effect and shall be construed in accordance with its terms as if the invalid or illegal clause is not contained herein. In the event of any conflict, discrepancy, or inconsistency between the English and Chinese language versions of these Contest Rules, the English language version shall prevail.