

HONG KONG FAQ

Enrollment

Q. How could I enroll as a new member?

- Visit <https://www.youngliving.com/vo/#/signup/new-start>, choose your membership and fill in the required information. Easy and convenient!

Q. What are the differences between Member and Retail Customer?

- As a Member, you could enjoy 76% discount on Young Living products. You could also participate in the compensation plan and earn commission just by sharing Young Living, and enjoy the benefits and convenience of Essential Rewards program. To enroll as a Member, you are required to purchase a Starter Kit during enrollment.
- Retail Customers pay full retail price for all Young Living products, and may not take advantage of the Young Living compensation plan or the Essential Rewards program. Retail customers are not required to purchase a Starter Kit during enrollment.

Q. Can my sponsor and enroller be the same person?

- Yes, your sponsor and enroller can be the same person.

Q. What Starter Kits can I choose?

- **546029 Basic Starter Kit**
 - (1) Stress Away 5-ml
 - (1) AromaGilde™ Roller Fitment
 - (1) Thieve Hand Purifier 29-ml
 - (5) Love It? Share It! Sample Business Cards (English)
 - (5) Love It? Share It! Sample Business Cards (Chinese)
 - (10) Love It? Share It! Sample Oil Bottle
 - (2) NingXia Red 60ml samples
 - (1) Product Guide
- **546329 Premium Starter Kit with Dewdrop Diffuser**
 - 10 of the following oils:
 - Peppermint 5-ml
 - Lemon 5-ml
 - Copaiba 5-ml
 - Frankincense 5-ml
 - Thieves® 5-ml
 - Purification® 5-ml
 - R.C.™ 5-ml
 - DiGize™ 5-ml
 - PanAway® 5-ml

- AromaEase 5-ml
- Citrus Fresh 5-ml
- Lemongrass 5-ml
- Orange 5-ml
- Tea Tree 5-ml
- Lavender 5-ml
- (1) Stress Away 5-ml
- (1) Thieve Hand Purifier 29-ml
- (1) AromaGilde™ Roller Fitment
- (5) Love It? Share It! Sample Business Cards (English)
- (5) Love It? Share It! Sample Business Cards (Chinese)
- (10) Love It? Share It! Sample Oil Bottle
- (2) NingXia Red 60ml samples
- (1) Product Guide
- **546729 Premium Starter Kit with NingXia**
 - (1) Basic Starter Kit content
 - (1) NingXia Red 2pk (750-ml each)
 - (30) NingXia Red Singles (60ml each)
 - Product Guide

Essential Rewards (ER)

Q. How could I join the Essential Rewards program?

- To join Essential Rewards during enrollment:
 - During enrollment, select “I would like to join the Essential Rewards Autoship Program” AND “create your essential rewards kit” after choosing any of the Premium Starter Kits. Then you need to add additional items in your monthly Essential Rewards shopping cart (with at least 50PV). Remember to click “Save Monthly Order” once you have decided your template.
- To join Essential Rewards in Virtual Office:
 - Log in to Virtual Office and Click “Essential Rewards” on the left column.
 - Create your Essential Rewards template with at least 50PV.
 - A monthly processing date of your ER order will then be set up. Your ER order will be processed automatically each month on the chosen date.

Q. What are the benefits of ER program?

- Time-saving – your order will be processed automatically every month (and even shipped to your door)
- Great rewards – earn Rewards Points to redeem free Young Living products
- Flexible – terminate anytime and re-join again in the future

Q. What is the processing date of my ER order?

- Your processing date could be any date between 1st to 24th of the month. You could make the selection when you set up your Essential Rewards template.
- To change your processing date, log in to Virtual Office, click “Essential Rewards”, and then click “Change Processing Date” to edit the date. Please make the changes at least 2 days before your original processing date. Click “Change Day” after making changes.
- If any specific date is not available for you to choose, it may mean that the quota of that date is already full. Our Customer Service Team could neither choose that date for you. Please choose another available date instead.

Q. How many Essential Rewards points could I use every month?

- You can use up to 375 Rewards Points per month to redeem free products. Points may only be redeemed for products with full PV values. Not all products are eligible, and items purchased with Essential Rewards points are not returnable.

Q. Where could I check my Rewards Points balance?

- Login to Virtual Office, you will see your Rewards Points balance on the left side bar. You could also click “Essential Rewards” → “Rewards Points” to check the balance.

Q. When should I expect to receive my loyalty gifts?

- The gift will automatically be added to your next qualified Essential Rewards order. E.g. If you have joined ER program for 3 consecutive months with at least 100PV; and you are processing a 100PV or above ER order in the 4th month, the gift will be added to that ER order.

Order placement

Q. How do I earn gifts through the Essential Reward program?

- Order Placement via Virtual Office:
 - You could always login to [Virtual Office](#) and place your Standard or Essential Rewards order.
- Order Placement at Central Customer Center (Will Call):
 - Our customer Service representatives are happy to assist you for order placement. When you arrive our Central Customer Center, please get a ticket at the ordering kiosks and wait for the ordering arrangements.
- Order Placement via email/Phone:
 - To ensure efficiency, please provide your Membership Number, Pin Number and the following information when you place orders via email or phone:
 - Order Type: Standard Order OR Essential Rewards Order (ER Order)
 - Products (please provide the product name, order quantity and total PV of the order)



- Payment method: by credit card (on file/new), product credit OR Essential Rewards points in the account
- Pick-up method: Will Call Pick-up at the Central Customer Center OR Delivery Service (please include the full shipping address, mobile phone number and receiver's name). Hong Kong address only.

Q. How should I pick up my orders?

- You could select Will Call pickup (picking up your order at Central Customer Centre) or local delivery service.

Q. Can I cancel my submitted order?

- Any order cancelled after the "Submit" button is clicked, a handling fee of HK120 will be charged.
- For Essential Rewards Order, an additional restocking fee of 25% and 2-way shipping charges will apply if Essential Rewards template is sent and shipped due to failure to update your Essential Rewards order in a timely manner.

Shipping Arrangements

Q. When should I expect to receive my order if I select local delivery service?

- Young Living products will be delivered to you within 2 to 5 business days depending on districts. More business days will be required in remote areas and island areas.
- Delivery will be arranged between 9:00am and 6:00pm from Monday to Saturday (except for Sunday and Public holidays).

Q. Will I receive any delivery notification?

- If a MOBILE phone number is provided, there will be a courtesy SMS notification prior to the actual delivery. If a HOME phone number is provided (which begins with 2 or 3), you will not receive any SMS notifications. In order to maintain efficiency of delivery service to other members, you are not allowed to select the delivery date and time.
- Our logistics vendor will still deliver the ordered items to your designated address even if you have not picked up the call.
- You have responsibility to sign off and confirm the receipt of all products.

Q. What if there is delivery failure?

- Our logistics partner will leave a note (with contact details) on your door to inform you of goods delivery failure.
- Upon 2 failed attempts, your parcel will be returned to the warehouse. Your order will be cancelled and a handling fee of HK\$120 will be charged on your account automatically. If your order is a Standard Order, you are required to log into Virtual



Office and place a new order again. If it is an Essential Rewards Order, please contact us at HK@youngliving.com or 2897-5600.

- Young Living will not be responsible for any loss of commissions or ER points due to unsuccessful deliveries.

Q. What are the eligible delivery locations?

- Our local delivery service is for Hong Kong members only. We do not support delivery to Mainland China, Macau and other international locations. Please contact your closest Young Living office to find out how to ship to your location.

Q. How much is the delivery fee?

- To encourage you to select the shipping option, Young Living Hong Kong will subsidize a portion of the shipping cost. You can enjoy a discounted shipping shown as below.
- Single Order below HK\$2000: HK\$60 shipping fee
- Single Order equal to or above HK\$2000: HK\$40 shipping fee

Commission

Q. Where can I check how much commission I will receive?

- Log in to your Virtual Office, then click "My Account" > "My Commission" at the left side bar. You will find the history of commission periods and the amounts.

Q. How would I receive my commissions?

- There are two ways to receive your monthly commission payments – Direct Deposit OR Product Credit.
 - As Direct Deposit:

You could receive your commissions via "Direct Deposit" by submitting your direct deposit info under "My Account" > "My Profile" in Virtual Office. After submission of request in Virtual Office, you need to submit the following documents via HK@youngliving.com or in person to our Customer Center before 25th of the month:

 1. Completed Direct Deposit form
 2. A copy of your bank book/statement showing clearly the bank name, account number and account holder name.
 3. A copy of your HK identification document
 - As Product Credits:

If you have not submitted your direct deposit info, your commission will be added to your Young Living account as "Product Credits".



Contact Information

Address

- 6/F, The Wellington, 198 Wellington, Central

Phone Numbers

- Ordering & enquiries – (852)2897-5600

Hours of service

- Will Call
Mon; Wed; Fri – 11:00 – 19:00 HKT
Tue; Thu – 12:00 -21:00 HKT
- Phone & Email:
Mon; Wed; Fri – 11:00 – 19:00 HKT
Tue; Thu – 12:00 -19:00 HKT

Emails

- Customer Service – HK@youngliving.com
- Diamond Support (HK Diamonds only) – diamondsupport.hk@youngliving.com
- Conduct – HKconduct@youngliving.com
- Events and workshops – Hkevents@youngliving.com
- Recognition – Hkrecognition@youngliving.com
- Feedback – HKFeedback@youngliving.com
- HK-NFR support – HKNotForResale@youngliving.com