

# HONG KONG ESSENTIAL REWARDS PROGRAM

## General

### **Q. What is Essential Rewards (ER/Autoship)?**

- A monthly order that would be processed automatically on a specific date of each month.

### **Q. What are the benefits of Essential Rewards?**

- 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. How can I sign up for Essential Rewards?**

- 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.

## ER Order

### **Q. How much do I need to spend on my ER order each month?**

- Minimum 50 PV per month

### **Q. I want to become a new member and join the ER program. Can I add Starter Kits into my first ER order?**

- Yes. 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) during enrollment.
- Note: Existing members can only purchase Premium Starter Kit on a Quick/Standard Order. Online new member enrollment is the only time we allow ER points to be earned from Premium Starter Kit.



**Q. Can I join Essential Rewards in both Hong Kong and US?**

- No. You would not be able to join NFR ER, but you could still place NFR standard orders. All the US promotion gifts will NOT be added to your NFR Standard orders; and no other compensation will be offered.
- The NFR order platform is a way for you to order NFR items for personal use, but is not associated with Young Living Hong Kong.

**Q. How many times can I process my ER order each month?**

- Once a month only (for each market).

**Q. Do I receive the same products each month?**

- If you make **no changes** to your ER template (which means the ER shopping cart items), you will receive the same products as last month. In other words, the products you receive for ER orders would be changed ONLY if you make changes to your ER template prior to the scheduled processing date. (We recommend that you update your shopping cart at least 2 business days prior to the next processing date)

**Q. Can I return my Essential Rewards order?**

- Cancellation or return of any Essential Rewards order forfeits all unused Essential Rewards credits and resets the monthly participation in the program to zero.
- An additional 25% restocking fee will apply due to member's failure to update his or her autoship template before the processing date.

## Earning Gifts

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

- When you automatically place consecutive Essential Reward orders, you can earn exclusive gifts<sup>^</sup>. You'll qualify for these gifts when you place consecutive Essential Rewards orders for 3, 6, 9, 12, 24, and 36 months. After 36 months, you'll receive gifts after every 12 months of consecutive orders.
  - 3 consecutive months: Pre-selected essential oil x 1 (with value of 7.5PV or above)
  - 6 consecutive months: Pre-selected essential oil x 1 (with value of 14.5PV or above)
  - 9 consecutive months: Pre-selected essential oil x 1 (with value of 15.5PV or above)
  - 12 consecutive months: Exclusive Loyalty Blend
  - ER Anniversary (24 months and then annually): Exclusive Loyalty Blend
- Essential Rewards orders must have a **minimum of 100PV** to be qualified for the loyalty gifts.

<sup>^</sup>The gift members get depends on the stock status. Selection of gift is not available.

*\*If you skip an ER order, you will start your qualification count (including gift qualification) from the beginning.*



**Q. How will I receive my gift?**

- 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.

**Q. If I earn a gift and then don't process an order, can I re-earn that gift?**

- No, you may only earn each gift one time. For example, you might earn the 3 month gift and later cancel your Essential Rewards orders. If you start Essential Rewards again, the next gift you'll be eligible for will be the 6 month gift, not a second 3 month gift. If you cancel your Essential Rewards order the month after you've earned a gift, the gift will come with your next processed Essential Rewards order should you choose to reactivate in the program.

**Q. What happens if a gift is out of stock?**

- If a gift is out of stock, a substitute will be made for another product of similar value chosen by Young Living.

## **Changing ER Template and Processing Date**

**Q. How can I change my ER template?**

- Log in to Virtual Office, click "Essential Rewards", edit your template at least 2 days before your processing date. Remember to click "Save Monthly Order" after making the changes.

**Q. How can I change the processing date of my Essential Rewards?**

- 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. Can I make changes to my ER order after the processing date?**

- There is a 25% restocking/handling fee (due to member's failure to update his or her ER template before the processing date) for any changes or cancellations if your order has been processed automatically. Therefore, we encourage you to update your ER template at least 2 days before the processing date.
- Cancellation or return of any Essential Rewards order forfeits all unused Essential Rewards credits and resets the monthly participation in the program to zero.

## Earning Points

### **Q. How many points do I earn for my Essential Rewards order?**

- You will receive points based on a percentage of your PV for each Essential Rewards order. The percentage you receive depends on how many months you have consecutively placed Essential Rewards orders.
  - 1–3 months: 10 percent of each Essential Rewards order
  - 4–24 months: 20 percent of each Essential Rewards order
  - 25+ months: 25 percent of each Essential Rewards order

\* If you skip an ER order, you will start your qualification count (including gift qualification) from the beginning.

### **Q. Do I retain points earned for returned products?**

- No. You will forfeit any points earned on products that you later return.

## Redeeming Points

### **Q. Where can I check my remaining Rewards Points?**

- Log in to Virtual Office. You will find "Rewards Points Balance" on the left side of the home page.

### **Q. When will I be allowed to redeem my rewards points?**

- You could redeem your rewards points if you
  - placed ER orders in recent 2 months; and
  - your previous ER order was placed in the last 30 days

### **Q. How many Rewards Points could be used for redemption each month?**

- You can redeem up to 375 Rewards Points per month.

### **Q. How can I use my Rewards Points?**

- Log in to Virtual Office, click "Essential Rewards", and then click "Rewards Points" on the side bar. Click "Shop to Redeem Points Now", and select the products you would like to redeem. On the payment page, select "Rewards Points" as your payment method.

### **Q. When is the expiry date of my Rewards Points?**

- Your Rewards Points will be expired after 12 months of the date you earn the points.
- E.g. If you earn 10 points on February 2016, 10 points will be expired on January 2017.

### **Q. When redeeming my points, do I go by the dollar amount or the PV amount in the price list?**

- When redeeming Essential Rewards points, use the PV amount rather than the dollar value. For example, if you have 50 points, you may redeem them for any product with a PV value up to 50. 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.



## Terminating ER Program

### **Q. How can I terminate my Hong Kong Essential Rewards?**

- You could submit the termination request to [HK@youngliving.com](mailto:HK@youngliving.com) or contact us at (852) 2897 5600 at least 5 business days prior to the next processing date.
- Please note that when you terminate your participation in the Hong Kong Essential Rewards Program, you will forfeit any unused Hong Kong Essential Rewards points immediately.

### **Q. Can I resume my Essential Rewards after termination?**

- Yes. You may re-join the ER Program any time. Your monthly participation in the program, if resumed, starts over at the 10-percent tier.

## ENQUIRIES:

HK ER issues: (852) 2897-5600 / [HK@youngliving.com](mailto:HK@youngliving.com)