

Terms & Conditions

ITEM	: August 2022 Spot Promo
PERIOD	: From 8 August 2022, 9.00 a.m. to 31 October 2022, 6.00 p.m., while stocks last and on first come, first served basis
ORDER TYPE	: Refer to the below table for order limit indication
ORDERING PLATFORM	: 1. Online (Virtual Office) 2. Toll Free Line and Live Chat: Only applicable for Essential Rewards using commission or commission plus credit/ debit card only 3. Jotform: Jotform for Essential Rewards order using commission only or commission plus credit/debit card will be made available from 24-30 September 2022 and 25-31 October 2022. 4. No walk-in/email
ORDER DELIVERY	: Shipping (charges apply) only, no pick up at KL Experience Center/KK Experience Center/Kuching Distribution Center
PURCHASE LIMIT	: Refer to the below table for order limit indication
REACTIVATION ON ER	: Yes
USE OF COMMISSION ON ER MECHANIC:	: Yes

No	Item Description		Eligibility	Limit	Promotion Period
1	42675	AromaGlobe Bundle I	ER/SO	Limited to 5 per member's account per month	From 8 August 2022, 9.00 a.m., while stocks last and on first come, first served basis
2	42676	AromaGlobe Bundle II			
3	42759	AromaGlobe Bundle III			

TERMS & CONDITIONS:

- These August 2022 Spot Promo items are available for Young Living Malaysia Members from **8 August 2022, 9.00 a.m. to 31 October 2022, 6.00 p.m.**, while stocks last and on first come, first served basis.
- Orders for the August 2022 Spot Promo items placed on 8 August 2022, before 9.00 a.m., will be deemed void and canceled.
- These August 2022 Spot Promo items are available on **Essential Rewards (ER) or Standard Order (SO)** unless otherwise stated, with limits where indicated. Upon submission of ER order, members are not allowed to make changes to or add to their orders to enjoy the monthly PV promotion. Switching the order type from SO to ER is not allowed.
- All orders are final. There will be no 2nd ER order for ER members.
- These August 2022 Spot Promo items are NOT open for FOREIGN ENROLLMENT.
- These August 2022 Spot Promo items are open for REACTIVATION on ER.
- All orders via Virtual Office, ordering via email/walk-in is not available. ER order using commission only or commission plus credit/debit card is available via Toll Free Line 1800 189 889, Live Chat and Jotform only. Jotform link (<https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>) will be made available from 24-30 September 2022 and 25-31 October 2022.**
- Commission usage for the above item is allowed. **ER order using commission only or commission plus credit/debit card is available via Toll Free Line 1800 189 889, Live Chat and Jotform only. Jotform link (<https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>) will be made available from 24-30**

September 2022 and 25-31 October 2022. NOTE: Jotform service is subject to change. Refer to the latest Self-Help Solutions for more details at: <https://static.youngliving.com/en-MY/PDFS/month-end-self-help.pdf>

9. Submission via Jotform will be processed within 2 business days. If the ER order is not reflected in Virtual Office after 2 business days from the date of submission, please contact Member Services via our Toll-Free line at 1800 189 889 or Live Chat. To connect with Live Chat, please follow the steps provided in this link: https://www.flickr.com/photos/youngliving_mal/50468289686/
10. ER template must be updated 3 days prior to ER processing date.
11. Prior to Jotform submission, ensure that your card details saved in Virtual Office are accurate and up to date. Submission without card details saved on file, for the request of payment using commissions plus credit card, will not be processed.
12. Point redemption is not available for the above listed items.
13. Refer to the above table for order limit indication.
14. The Satisfaction Guarantee policy does not apply to all promotional items including special bundles and discounted products (collectively "Promo Items"). Request for refund or exchange of the promotional item is not allowed unless the item is reported damaged during delivery. To report the matter, please contact Member Services via our Toll-Free line at 1800 189 889 or Live Chat.
15. These August 2022 Spot Promo items will be based on first come, first served basis upon successful payment, therefore Young Living Malaysia is not obligated to notify or update in the event the item has run out of stock, become unavailable or reached its maximum available limit.
16. Young Living Malaysia reserves the right to substitute any promotional item with another of similar value if it becomes unavailable at the company's sole discretion.
17. Young Living Malaysia reserves the right to end the promotion before the promotion period ends.
18. In the event an order is unable to be processed due to payment issue/payment declined/insufficient funds, Young Living Malaysia reserves the right not to honour/process the transaction. Please ensure that there is no issue with your credit/debit card's issuance bank, that there are sufficient funds in your card and the e-commerce function has been activated for your card.
19. Young Living Malaysia will use all necessary resources to diligently compile and update the information contained in this document. However, this information is still subject to change at any time without prior notice depending on operational or circumstantial requirements e.g., change in business hours, unforeseen downtime, etc., at the KL Experience Center, KK Experience Center and Kuching Distribution Center, or across all our distribution or member service touchpoints.
20. Young Living Malaysia reserves the right to cancel or amend the terms and conditions for these items without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any applicable law or regulation or any other event outside of Young Living Malaysia's control. Any change to these items will be notified by Young Living Malaysia.
21. The English version of this Terms & Conditions shall always prevail in the event of any discrepancy or inconsistency detected in the Chinese and Bahasa Melayu translations.

TERMS & CONDITIONS: SHIPPING

1. Once order is processed or once it is past Essential Rewards (ER) date, any change in address will not be captured and order will be shipped to the existing address.
2. Once order is processed or once it is past ER date, shipment cancellation is not allowed. Please receive the parcel and return it to Young Living upon getting the Return Merchandise Authorization (RMA) number.
3. If you (upline) are making an order on behalf of your downline, please ensure that your downline is aware of the order so that he or she will accept and not reject the parcel when it is delivered, and will acknowledge the delivery timeline.
4. **When you place a shipping order, you will typically receive your order within 3-5 business days approximately. (Note: Schedule for East Malaysia delivery from West Malaysia and outskirts may vary.) You may reach out to**

Member Services if you have not received your order after 5 business days from the date payment is successful.

5. **Please ensure your shipping address is either a home or office address as we are unable to ship your order to PO Boxes. If you are an ER member, do check and update your address in your ER template too.**
6. Incomplete or incorrect address given at the time order is processed will result in further delay of shipment and may incur additional shipping fee. Please ensure that your shipping address is updated correctly and your postal code is confirmed to be the latest.
7. When you receive an order, you should check the items received against the packing slip to make certain there is no discrepancy or damage. Please notify Young Living of any shipping discrepancy or damage as soon as possible. Failure to notify Young Living of any shipping discrepancy or damage within 5 business days of receiving the shipment will forfeit your request for a correction.

FREQUENTLY ASKED QUESTIONS (FAQ)

Ordering-related questions

Q1: Where can I see these items in Virtual Office?

A: Please refer to the table below for their location in Virtual Office.

No	Item Description		Virtual Office
Limited Time Offer (LTO) and limited sets available			
1	42675	AromaGlobe Bundle I	Click Products > Limited Release Promo
2	42676	AromaGlobe Bundle II	
3	42759	AromaGlobe Bundle III	

Q2: Can I walk in to place an order at the KLEC or KKEC?

A: No. This promotion is available via online ordering in Virtual Office. Toll Free Line 1-800-189-889, Live Chat and Jotform ordering are for Essential Rewards order using commission only or commission plus credit/debit card. Jotform link (<https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>) will be made available from 24-30 September 2022 and 25-31 October 2022.

Q3: Can I call Member Services to place an order?

A: Yes. Please contact Member Services via Toll-Free Line 1-800-189-889 or Live Chat to process Essential Rewards (ER) orders using commission only or commission plus credit/debit card. However, Jotform (<https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>) to process ER order using commission only or commission plus credit/debit card only will be made available from 24-30 September 2022 and 25-31 October 2022. Ensure that your ER order template has been saved correctly and credit card details are valid for online purchase before reaching out to Member Services.

Q4: Can I place an order using Jotform?

A: Yes. To process your Essential Rewards order using commission only or commission plus credit/debit card, please submit your order online via this Jotform link: <https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment> which will be made available from 24-30 September 2022 and 25-31 October 2022.

Q5: Can I select pick up option (i.e., KLEC, KKEC and KCDC) for this?

A: No. Pick up option is not available for these items.

Q6: Can I order online in Virtual Office and collect my order at KLEC, KKEC or KCDC?

A: No. Orders placed for these items are only available via shipping.

Q7: By the time I submit the Jotform to process my Essential Rewards order, one of these items has run out of stock. Will my order still be processed?

A: In the event the promo items are out of stock, orders will be based on the time stamp of the Jotform submission. Any Jotform submission after the promo items are out of stock will be deemed void. Please keep a copy of your Jotform submission as proof, in case of any dispute.

Q8: Can I make changes to my order to be entitled for the PV promotion of the month?

A: No. Upon submission of order, members are not allowed to make changes to or add to their orders to enjoy the monthly PV promotion. Switching the order type from Standard Order to Essential Rewards is not allowed. All orders are final. You will only be entitled to the monthly PV promotion provided it is in a single order and meets the PV promotion requirements.

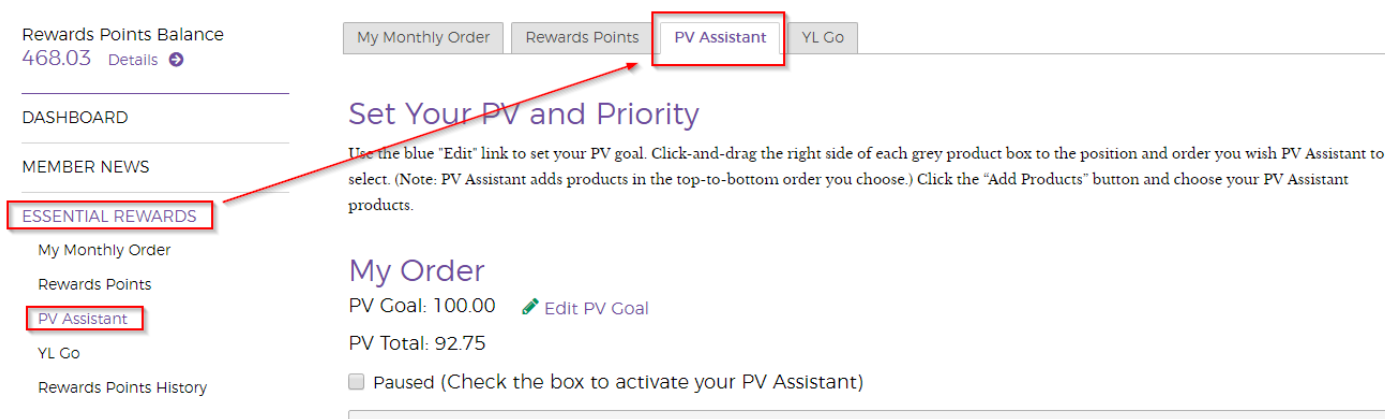
Q9: I have placed my Essential Rewards (ER) order for this month. Can I make changes to my order?

A: No. Upon submission of order, members are not allowed to make changes to or add to their orders to enjoy the monthly PV promotion. Each member is only allowed to place an ER order once a month.

Q10: My Essential Rewards order was automatically processed today, and it was less than 100PV due to OOS item. Can I make changes to my order?

A: No. Upon submission of order, members are not allowed to make changes to or add to their orders. To avoid order being processed below 100PV, please make use of the PV Assistant tool in Virtual Office prior to your processing date. To start using PV Assistant, refer to the following steps:

Step 1: Click on the **PV Assistant** tab in the **Essential Rewards** section in Virtual Office.



Rewards Points Balance
468.03 Details

DASHBOARD

MEMBER NEWS

ESSENTIAL REWARDS

- My Monthly Order
- Rewards Points
- PV Assistant**
- YL Go
- Rewards Points History

My Monthly Order Rewards Points **PV Assistant** YL Go

Set Your PV and Priority

Use the blue "Edit" link to set your PV goal. Click-and-drag the right side of each grey product box to the position and order you wish PV Assistant to select. (Note: PV Assistant adds products in the top-to-bottom order you choose.) Click the "Add Products" button and choose your PV Assistant products.

My Order

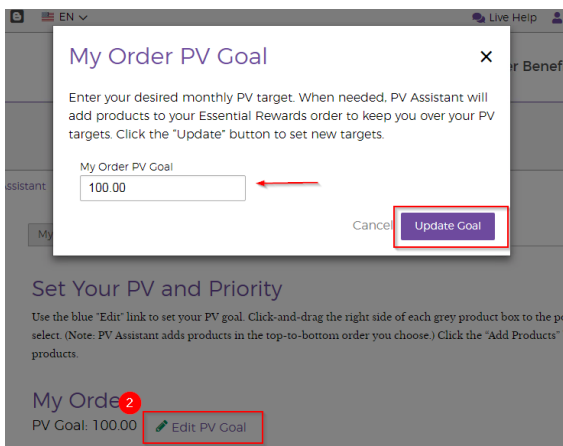
PV Goal: 100.00 [Edit PV Goal](#)

PV Total: 92.75

☐ Paused (Check the box to activate your PV Assistant)

Step 2: Set your PV target by clicking on the **Edit PV Goal** link.

- Enter your desired monthly PV target.
- Click on the **Update Goal** button to save.



Step 3: Click **Add Products to open the PV Assistant Cart.**

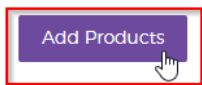
- Find products to add by searching the item name or item number, and click **Save Monthly Order** when finished.

My Order

PV Goal: 100.00 [Edit PV Goal](#)

PV Total: 0.00

☐ Paused (Check the box to activate your PV Assistant)



Step 4: Set Product Priority

You can set the order in which PV Assistant select the products for your Monthly Order. To do so, click and drag to move each of the grey product box up or down to arrange in the order you prefer.

- Note: PV Assistant will add in products by following the top-to-bottom order of your preference.
- Important: We would recommend placing items that are of lower PV at the top so that PV Assistant would not choose a high PV item to top up your order in the event it is only short by a few points.

My Order

PV Goal: 100.00 [Edit PV Goal](#)

PV Total: 30.75

☐ Paused (Check the box to activate your PV Assistant)

≡ #1 Black Pepper Essential Oil	Qty: 1	PV: 19.25
≡ #2 Cedarwood Essential Oil	Qty: 1	PV: 11.50

Drag and Drop

[Add Products](#)

Q11: My Essential Rewards order was auto processed without the August 2022 Spot Promo items. Can I contact Member Services to cancel the order and process a new order for the August 2022 Spot Promo items?

A: No. Member Services is unable to cancel/stop the order that has been processed.

Q12: My Essential Rewards (ER) order was auto processed without the August 2022 Spot Promo items, but the payment was unsuccessful (failed/pending). Can I contact Member Services to cancel the order and process a new order for the August 2022 Spot Promo items?

A: No. Member Services is unable to cancel the order that has been processed and create a new order although the payment has failed/is pending. Members MUST check their ER auto processing date and set it accordingly prior to the items' launch date. To reprocess the payment, please contact Member Services via Toll Free Line 1-800-189-889, Live Chat or JotForm link: <https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>. Jotform submission will be made available only from 24-30 September 2022 and 25-31 October 2022. However, you will no longer be able to place order for these items.

Q13: I have accidentally missed my Essential Rewards (ER) order date, how can I purchase these items?

A: If you have missed your ER order date, you may purchase these items under your ER order in Virtual Office by clicking the 'Process Today' button. Ensure that you have updated your ER template with the items and valid payment method before clicking on the 'Process Today' button and place your order before the items run out of stock.

Q14: Can I purchase these items as my 2nd Essential Rewards (ER) order?

A: No. Second ER order is not allowed for these items.

Q15: Will I be able to purchase these items for New Enrollments?

A: Yes. However, if you would like to purchase items that are exclusively for Essential Rewards (ER) members, you will need to make a **purchase of minimum 100PV** on top of the purchase of any Premium Experience Kit for enrollment on ER.

Step 1: Once the enrollee has chosen their Premium Experience Kit, click **YES** to enroll in ER to benefit from complimentary products and perks as an ER member, and click **NO** to begin the Monthly ER shipments and billing this month. If they choose not to enroll in the ER program, they would still be able to purchase more products. Please ensure that they have selected the correct enrollment option, as converting from Standard Order to ER is not allowed upon successful order completion.

Step 2: Essential Rewards Enrollment

As an Essential Rewards member, you'll earn up to 25 percent back in product credit and exclusive gifts!

[Learn more here.](#)

Would you like to enroll in Essential Rewards and earn free products?

☒ Yes ☐ No

Great choice! Your Premium Experience Kit will be used as your FIRST Essential Rewards order. We're excited for you to experience the incredible benefits of Essential Rewards.

By clicking yes, you are agreeing to all [terms and conditions](#) of the Essential Rewards program. You may cancel or change at any time.

Would you like your Monthly Essential Rewards (ER) shipment and billing to begin next month?

☐ Yes ☒ No

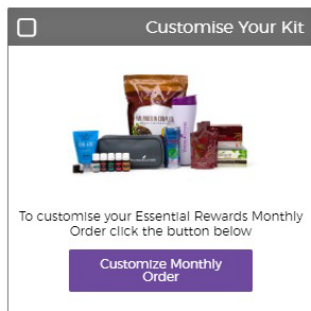
- Your Premium Experience Kit **AND** monthly minimum order of 100 PV Essential Rewards shipment and billing **WILL BEGIN THIS MONTH.**
- Please create your Monthly Essential Rewards order for this month below.

NOTE: Essential Rewards exclusive promotion items will be available for purchase **THIS MONTH**, if applicable.

Step 2: If the enrollee chooses to enroll under the ER program, their next step is to set up their monthly ER order. Click **Customize Your Kit** to customize their monthly ER order and include the new launch/promotion item(s), which **must be equal to at least 100PV**. If the order made is below 100PV, they will not be able to purchase the items that are exclusively available for ER members only.

If they choose not to enroll under ER program, please proceed to Step 3 to the **‘Continue Enrollment’** section.

Choose your Essential Rewards Kit



Step 3: The enrollee can add products to this enrollment by clicking ‘Add More Products’ and then click **‘Next’** to finalize their order.

Continue Enrollment

To add additional products to your enrollment order, click “Add More Products.” Click “Next” to finalize your order.

Add More Products

Next

Q16: Can I place multiple orders online and ship to the same address with only one-time shipping charge?

A: Shipping charge is applicable for each order placed. We recommend that you consolidate your orders according to the order limit.

Q17: Do I have to pay for the shipping charge?

A: Yes. The following shipping charges apply unless stated otherwise.

<u>Standard Order</u>		<u>Essential Rewards Order</u>	
0kg – 2kg	RM20.00	0kg – 2kg	RM12.00
2kg – 3kg	RM25.00	2kg – 3kg	RM17.00
3kg and above	RM30.00	3kg and above	RM22.00

Q18: If I opt for shipping, how long before I’ll receive my order?

A: When you place a shipping order, you will typically receive your order within 3-5 business days approximately. (Note: Schedule for East Malaysia delivery from West Malaysia and outskirts may vary.) Kindly ensure that your address and contact details are accurate when placing your order to avoid unnecessary delay in shipment.

Q19: What happened...?

- I tried to place an online order (in Virtual Office), but I'm not able to continue with payment. What happened?
- I'm not able to add these items to cart. What happened?
- I don't see these items online. What happened?

A: These items can be found in Virtual Office in the locations stated in Q1. If you are not able to view/place an order, we recommend that you do the following:

Step 1: Refresh your site. If you still do not see the item, please proceed to Step 2.

Step 2: Clear Cache.

To clear cache in Chrome

1. On your computer, open Chrome.
2. At the top right, click More.
3. Click More tools > Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

In other browser apps

If you use Firefox or another browser, check its support site for instructions.

Step 3: Try to place your order again.

Note: If after clearing cache and you are still unable to proceed with your order, we recommend that you revisit your shopping cart as one of the items is potentially out of stock and the system has not synced yet.

Q20: Is this promotion open for Reactivation?

A: Yes. This promotion is open for Reactivation under Standard Order (SO)/Essential Rewards (ER).

For Reactivation under SO, go to Virtual Office.

Log in to https://www.youngliving.com/en_MY/virtual-office → Enter your log in credentials → Key in your order item → Process your order and ensure that payment is successful.

For Reactivation under ER, please submit the Reactivation request via this Jotform link:

<https://form.jotform.com/MemberServiceMY/ER-Reactivation>

Q21: I have submitted my Reactivation on Essential Rewards via Jotform. When will it be processed?

A: Your Reactivation will be processed within 2 business days from the date of submission. In the event the promo items are out of stock, orders will be based on the time stamp of the Jotform submission. Any Jotform submission after the promo items are out of stock will be deemed void. Please keep a copy of your Jotform submission as proof, in case of any dispute.

Q22: Do I need to contact Member Services once I have submitted the Jotform?

A: No. You will only need to contact Member Services if your order has not been processed after 2 business days from the date of submission. In the event the promo items are out of stock, orders will be based on the time stamp

of the Jotform submission. Any Jotform submission after the promo items are out of stock will be deemed void. Please keep a copy of your Jotform submission as proof, in case of any dispute.

Q23: One of the oils/items I received is half filled, leaking or damaged upon inspection. What should I do?

A: Please email Member Services at custservmy@youngliving.com for further action. Do note that this needs to be done within 5 business days upon receiving the item.

Q24: Does the AromaGlobe Ultrasonic Diffuser come with a warranty?

A: Yes. There is a 12-month warranty for the AromaGlobe Ultrasonic Diffuser. This warranty will take place within 12 months from the date you receive the diffuser (via delivery).

Q25: My AromaGlobe Ultrasonic Diffuser seems to have malfunctioned. What should I do?

A: First, refer to the AromaGlobe Ultrasonic Diffuser user manual for troubleshooting instructions. If the problem persists after you've performed troubleshooting on your own and if it is still within the diffuser's warranty period i.e., 12 months from the date you received the diffuser (via delivery), please contact our Member Services team at custservmy@youngliving.com to initiate the return of the diffuser for further troubleshooting by us. If the AromaGlobe Ultrasonic Diffuser is found to have manufacturing defects after troubleshooting, the defective diffuser will be replaced. Any return after the 12-month warranty period will be considered void. The warranty period does not cover defects due to misuse or general wear and tear.

Q26: What are the troubleshooting steps for the AromaGlobe Ultrasonic Diffuser?

PROBLEM: No mist or abnormal mist	
Potential Cause	Solution
• No battery	• Use the provided USB-C power cord to charge the diffuser. The USB-C is compatible with any DC 5V 1A adapter (can be used with an Apple iPhone adapter/Samsung cell phone adapter).
• Mist chip with oil residue	• Follow instructions on cleaning and maintenance.
• Air inlet at the bottom may be blocked	• Clean the air inlet. A partially blocked inlet may interfere with the level of mist output.
PROBLEM: The diffuser will not switch on or diffuse	
Potential Cause	Solution
• Not enough water in the water tank	• Add water to the water tank until it reaches the red maximum water marker.
PROBLEM: Water is leaking from the diffuser.	
Potential Cause	Solution
• Temperature and humidity levels causing mist to quickly condense into droplets	• Adjust room temperature and humidity levels.

Payment-related question

Q1: What if my payment goes to batch 103?

A: Orders under batch 103 will be promptly validated. Orders will only be confirmed and shipped once payment is successful. If payment is subsequently declined, the order will be canceled. **We would suggest that you do not use the same credit card for multiple transactions/orders to avoid batch payment issue. Please ensure card details i.e., name (including first and last name), postcode, address, expiry date, etc., are correct before proceeding with payment.**

Q2: If I encounter any payment issue, such as payment declined or unsuccessful, what should I do?

A: If you encounter payment failure that is not due to any card issue, please contact Member Services at 1800 189 889 or via Live Chat for further assistance. Jotform submission to reprocess payment will be made available at this link <https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment> from 24-30 September 2022 and 25-31 October 2022 only. Ensure that there is no issue with your credit/debit card's issuance bank, that there are sufficient funds in your card and the e-commerce function has been activated for your card. Your order will be subsequently canceled without any notification from Member Services in the event payment is still unsuccessful after the JotForm submission.

Q3: I'm facing issue in updating my latest card information on file. What should I do?

A: We would suggest that members with payment issues in the past to update their latest card information on file in Virtual Office:

Step 1: Log in to Virtual Office and click on My Account > My Wallet

Step 2: 'Edit payment method' (to update existing card) or 'Add new payment method' (to change to a new card)

Note: If you are adding a new payment method, please also update your ER Template > Change Payment Method. This is to ensure that your order is being charged under the newly added card.

Self-Help for ER Order Processing

SCENARIOS	YL HONORING FOR PROMO ITEMS (Yes/No)	ACTION REQUIRED/REMARKS
Payment Failed – ER order with August 2022 Spot Promo items processed on 8 August 2022 after 9.00 a.m. and before the items are out of stock.	Yes	Please contact Member Services via Toll Free Line 1800 189 889, Live Chat or JotForm to reprocess the payment. However, Jotform submission to reprocess payment (https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment) will be made available only from 24-30 September 2022 and 25-31 October 2022.
Payment Successful – ER auto processed without August 2022 Spot Promo items, however still wish to purchase them.	No	
Missed ER auto process date. However, still wish to purchase the Spot Promo items.	Yes (Order before the items are out of stock)	You may purchase the August 2022 Spot Promo items under your ER order in Virtual Office by clicking the 'Process Today' button. Ensure that you have updated your ER template with the items and valid payment method before clicking on the 'Process Today' button and place your order before the items are out of stock.
ER processed less than 100PV.	No	Set up PV Assistant to avoid similar recurrence in the future. Please refer to Q11 for steps to set up PV Assistant.

Note: Jotform service is subject to change. Refer to the latest Self-Help Solutions for more details at <https://static.youngliving.com/en-MY/PDFS/month-end-self-help.pdf>

Other reminders

- Please ensure that your shipping address in Virtual Office are updated and the details are keyed into the correct columns e.g., do not key in your Postal Code under the City column.
- Please ensure your contact numbers are up to date.
- Pursuant to the sections of the YL Policies and Procedures, members are only permitted to perform resell of products to non-members between the price range of above 10% from Wholesale Price and 24% Retail Price. This is not applicable to free items or items purchased during special promotions. Therefore, any monthly or special discounts by Young Living on products are strictly offered only to members.
- In light of the aforementioned, this offer/promotion is not to be offered as resale products to non-members. Members are also prohibited to use their own excessive inventories to replicate similar offers/promotions during Young Living's monthly or special sale period.

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