

## Terms & Conditions

ITEM	: Minimum Enrollment Order (MEO)
PERIOD	: From 30 September 2022, 6.01 p.m. – 18 December 2022, 6.00 p.m., while stocks last and on first come, first served basis
ORDER TYPE	: Limited Time Offer, Open to New Enrollments on Essential Rewards (ER)/Standard Order (SO), and Reactivations on ER only
ORDER PLATFORM	: Virtual Office and Jotform for Reactivations on ER only. No phone/walk-in/Live Chat/email
ORDER FULFILLMENT	: Shipping (charges apply) or pick up at KL Experience Center (KLEC) (including Bulk Order Pick Up) and KK Experience Center (KKEC). No pick up at Kuching Distribution Center (KCDC)
PURCHASE LIMIT	: Open to New Enrollments on ER/SO and Reactivations on ER only
REACTIVATION ON ER	: Yes
USE OF COMMISSION ON ER	: No
STARTER KIT BONUS OF \$25	: No
ESSENTIAL REWARDS BONUS OF \$15	: No
CONVERSION FROM STANDARD ORDER TO ESSENTIAL REWARDS ORDER:	No

### MECHANIC:

Item No.	Item Description	Wholesale/Retail Price (RM)	PV	Order Type	Eligibility
43040	MEO with Feather The Owl Kids Ultrasonic Diffuser	475.00	80.00	Limited Time Offer	Open to New Enrollments on ER/SO and Reactivations on ER only
43042	MEO with Shelly The Turtle Kids Ultrasonic Diffuser	475.00	80.00		
43041	MEO with Haven Ceramic Ultrasonic Diffuser	475.00	80.00		

### TERMS & CONDITIONS: GENERAL

1. This enrollment promotion is valid from **30 September 2022, 6.01 p.m. – 18 December 2022, 6.00 p.m., while stocks last and on first come, first served basis.**
2. Enrollments with this promotion made before 23 September 2022, 9.00 a.m. will be deemed void and canceled.
3. This enrollment promotion is available for **NEW Young Living Malaysia Enrollment Members, open to New Enrollments on ER/SO and Reactivations on ER only, from 30 September 2022, 6.01 p.m. – 18 December 2022, 6.00 p.m., while stocks last and on first come, first served basis.** Any incomplete submission, including insufficient information provided or duplication will be rejected.
4. **Foreign enrollments** are to be submitted (complete with the required documents) via email by **15 December 2022, 11.59 p.m., using this subject line in your email: MEO ENROLLMENT.** These enrollments will be processed based on the timestamp of promo closure as these items are **while stocks last and on first come, first served basis.**
5. Foreign enrollment request that is sent in with insufficient/invalid documents and non-adherence to the email subject line will NOT be processed.
6. Pick up/collection is **ONLY available at KLEC** (including Bulk Order Pick Up) and **KKEC.** No pick up at KCDC.

7. All enrollments must be completed in Virtual Office and via Jotform for Reactivations on ER only. Local enrollment submission will NOT be accepted via email, phone, Jotform, or walk-in during the promotion period.
8. Once enrollment and order are processed, no amendment to the order type is allowed. Conversion from SO to ER order is NOT allowed.
9. Upon submission of the enrollment order, members are not allowed to make changes to or add to their orders to enjoy the monthly PV promotion. All orders are final. PV minimum must be reached in a single order and is not cumulative. Manual changes to order are NOT allowed.
10. Point redemption is not available for the above listed items.
11. Point redemption is not available during this enrollment offer.
12. SWAG/Free items are strictly non-returnable and non-exchangeable. Damage from wear and tear is not eligible for return/refund/replacement.
13. The Satisfaction Guarantee policy does not apply to all promotion items, including special bundles and discounted products (collectively "Promo Items"). Request for refund or exchange of promo items is not allowed unless the items are reported damaged during delivery. To report the matter, please contact Member Services at 1800 189 889 or via Live Chat.
- 14. Starter Kit Bonus of USD\$25 and ER Bonus of USD\$15 WILL NOT BE AVAILABLE for the enroller for this enrollment kit.**
15. Young Living Malaysia reserves the right to substitute any promotion item with another of similar value if it becomes unavailable at the company's sole discretion.
16. Young Living Malaysia reserves the right to stop or end the promotion before the promotion period ends.
17. Enrollments and all items involved are on first come, first served basis upon successful payment, therefore Young Living Malaysia is not obligated to notify or update in the event the items have run out of stock, become unavailable or reached their maximum available limit.
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 honor/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 KLEC, KKEC and KCDC 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 the 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 the item 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 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 your 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 receipt of shipment will forfeit your request for a correction.

#### TERMS & CONDITIONS: KLEC & KKEC COLLECTION

1. Once order is processed, **all orders must be collected from KLEC or KKEC within 3 business days.**
2. Bulk Order Pick Up at KLEC is only available for **4 to a maximum of 10 orders**. Once order is processed, kindly submit your Bulk Order Appointment request using this Jotform link: [https://form.jotform.com/YoungLivingMalaysiaHQ/ECBO\\_Appointment](https://form.jotform.com/YoungLivingMalaysiaHQ/ECBO_Appointment). Kindly show the appointment screen shot or email appointment confirmation during collection.
3. Uncollected orders/orders without Bulk Order Pick Up request submitted will be shipped with shipping fee charged to member.
4. Should there be no credit card registered in the member's account and/or the credit card information is invalid, order will be canceled and payment will be refunded in the form of credit in member's account.
5. Bulk Order Pick Up is NOT AVAILABLE at KKEC.
6. Order collection at KKEC is only available up to a maximum of 3 orders.

#### FREQUENTLY ASKED QUESTIONS (FAQ)

##### Ordering-related questions

Q1: Where can I view this enrollment promotion in Virtual Office?

A: You can view this enrollment promotion and enroll your new members at <https://www.youngliving.com/vo/#/signup/new-start>

Q2: Can I walk in to enroll at the KLEC or KKEC?

A: No. Enrollment can only be done online in Virtual Office and via Jotform for Reactivations on ER only.

Q3: Can I call Member Services to enroll?

A: No. Enrollment can only be done online in Virtual Office and via Jotform for Reactivations on ER only.

Q4: Can I enroll online in Virtual Office and collect my order at the KLEC, KKEC or KCDC?

A: Yes. However, pick up/collection is **available at KLEC** (including Bulk Order Pick Up) or **KKEC ONLY**. There's no pick up at KCDC for this enrollment promotion.

Q5: Can I select pick up option (i.e., KLEC, KKEC or KCDC) for the MEO Kit?

A: Yes. However, pick up/collection is **available at KLEC** (including Bulk Order Pick Up) or **KKEC ONLY**. There's no pick up at KCDC for this enrollment promotion.

Q6: 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 promotion limit.

Q7: Can I top up/amend the order to be entitled for the PV promotion of the month?

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

Q8: Is this enrollment promotion available for reactivation?

A: Yes. This enrollment promotion is available for reactivation under ER only.

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

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

Q9: I have submitted my Reactivation on ER via Jotform. When will it be processed?

A: Your Reactivation will be processed within 2 business days from the date of submission.

Q10: Can I take advantage by signing up for ER with the MEO Kit?

A: Yes. To enjoy the benefits of ER, you are required to place an order of 100PV minimum.

Q11: How do I enroll foreigners/expatriates working or living in Malaysia?

A: Please email the required supporting documents to Member Services at [custservmy@youngliving.com](mailto:custservmy@youngliving.com). **Use this subject line in your email: MEO ENROLLMENT.**

Q12: What are the supporting documents required for foreigners/expatriates working or living in Malaysia to enroll?

A: Please submit these supporting documents to [custservmy@youngliving.com](mailto:custservmy@youngliving.com).

- i. Scanned copy of Enrollment Form that has been completed and signed
- ii. A copy of enrollee's Identity Card (IC) or passport as well as a copy of work permit or visa
- iii. A copy of any utility bill that reflects the enrollee's name and a Malaysian address as a proof of residence
- iv. List of other items to be included in the order, if any.

**For Foreign Enrollment, all emails must be submitted latest by the 15 December 2022 for the enrollment to be processed before the month-end.**

Q13: What happened...?

- I tried to enroll/place an online order (in Virtual Office), but I'm not able to continue with payment. What happened?
- I'm not able to add product to cart. What happened?
- I don't see the enrollment kits online. What happened?

A: All new members can enroll at <https://www.youngliving.com/vo/#/signup/new-start>. If you are not able to enroll/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.

Q14: Will I be able to purchase any promo items for New Enrollments?

A: Yes. However, if you would like to purchase items that are exclusively for ER members, you will need to make a **purchase of minimum 100PV** on top of the purchase of any of the MEO bundles for enrollment on ER.

Step 1: Once the enrollee has chosen their MEO bundle, 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.**

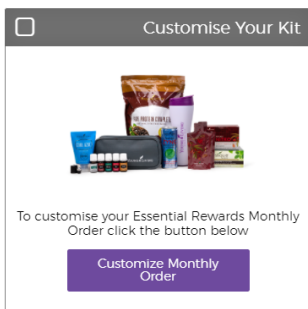
- Please create your Monthly Essential Rewards order for this month below.

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 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 the 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

Please visit this link for more on the steps to enroll as a Young Living Member: <https://library.youngliving.com/en/my/A-Quick-Guide-to-Enroll-as-a-Young-Living-Malaysia-Member/131330927>

Q15: Do I have to pay for the shipping charge?

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

Standard Order		Essential Rewards Order	
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

Q16: 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 upon successful processing of payment. (Note: Schedule for East Malaysia delivery from West Malaysia and outskirts may vary.) Kindly ensure that your address and contact details are correct when placing your order to avoid unnecessary delay in shipment.

Q17: 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](mailto:custservmy@youngliving.com) for further action. Do note that this needs to be done within 5 business days upon receiving the item.

Q18: Do the Feather The Owl Kids Ultrasonic Diffuser, Shelly The Turtle Kids Ultrasonic Diffuser and Haven Ceramic Ultrasonic Diffuser come with a warranty?

A: Yes. There is a 12-month warranty for each of the diffuser. This warranty will take place within 12 months from the date you receive the diffuser (either via pick up or delivery).

Q19: My Feather The Owl Kids Ultrasonic Diffuser, Shelly The Turtle Kids Ultrasonic Diffuser and Haven Ceramic Ultrasonic Diffuser seem to have malfunctioned. What should I do?

A: First, refer to the diffusers' user manuals for troubleshooting instructions. If the problem persists after you've performed troubleshooting on your own and if it is still within the diffusers' warranty period i.e., 12 months from the date you received the diffuser (either via pick up or delivery), please contact our Member Services team at [custservmy@youngliving.com](mailto:custservmy@youngliving.com) to initiate the return of the diffusers for further troubleshooting by us. If the diffusers are found to have manufacturing defects after troubleshooting, the defective diffusers 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.

**Bonus-related question**











Q1: Will the enroller receive the Starter Kit Bonus of USD\$25 and ER Bonus of USD\$15 for every new enrollment?

A: No. Starter Kit Bonus of USD\$25 and ER Bonus of USD\$15 WILL NOT BE AVAILABLE for the enroller for this enrollment promotion.

Q2: Will the enroller receive the Fast Start Bonus?

A: Yes. The enroller will earn a generous 25% bonus, up to USD\$200 each, on their new enrollees' orders during the first three calendar months.

**Bonus-related Scenarios**

	Starter Kit Bonus	Fast Start Bonus	Essential Rewards Bonus	Unilevel Bonus
Scenario 1: Enrollee: 80PV Enroller: 0PV	 Starter Kit Bonus is not available for this promo	 (enroller needs to place a minimum 50PV)	 ER Bonus is not available for this promo	 Not entitled. Enroller needs to have minimum 100PV to earn unilevel commission.
Scenario 2: Enrollee: 80PV Enroller: 50PV		 80PV x 25% = USD\$20 (RM84)		 Not entitled. Enroller needs to have minimum 100PV to earn unilevel commission.
Scenario 3: Enrollee: 80PV Enroller: 100PV		 80PV x 25% = USD\$20 (RM84)		 (80-70%) x 8% = 24 x 8% = USD\$1.92 (RM8.06)
Scenario 4: Enrollee: 100PV Enroller: 100PV		 100PV x 25% = USD\$25 (RM105)		 (100-70%) x 8% = 30 x 8% = USD\$2.40 (RM10.08)

**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: 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. 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 within 2 business days from your order date. **To connect with Live Chat, please follow the steps provided in this link:**

[https://www.flickr.com/photos/youngliving\\_mal/50468289686/](https://www.flickr.com/photos/youngliving_mal/50468289686/)

Q3: I have processed my enrollment, but the order status is still showing 'pending payment'. I have made a call to clarify with my bank and they said that the payment was successful. What should I do?

A: Please allow the system 2 business days to reflect the payment accordingly. If the status is still pending after 2 business days from the date order was placed, please contact Member Services at 1800 189 889 or via Live Chat to check on your status. **To connect with Live Chat, please follow the steps provided in this link:**

[https://www.flickr.com/photos/youngliving\\_mal/50468289686/](https://www.flickr.com/photos/youngliving_mal/50468289686/)

Q4: I'm facing issues in updating my latest card information on file. What should I do?

A: We 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.

#### 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 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 promotions during Young Living's monthly or special sale period.

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