



September 2019 PV Promo Terms & Conditions

PROMOTION PERIOD: Promotion is valid from **1 Sept 2019 to 30 Sept 2019**, while stocks last.

PROMOTION QUALIFYING ITEMS & TIERS:

1. 400PV & above (For ER/SO orders)
 - Valor 15ml
2. 250PV & above (For ER/SO orders)
 - Palo Santo 5ml
3. 190PV & above (*only for Early Bird for ER orders placed from 1-15 Sept 2019*)
 - Lavender 5ml
 - Clary Sage 5ml
4. 120PV – 189.99PV (*only for Early Bird for ER orders placed from 1-15 Sept 2019*)
 - Marjoram 5ml*

**This is only applicable to 120PV to 189.99PV orders. Not applicable to orders above 190PV.*

ORDERING PLATFORM:

1. ONLINE (Virtual Office)
2. WALK-IN to Experience Center (YL Office)
3. EMAIL/PHONE ordering via Member Services (MS)

ORDER FULFILLMENT through:

1. Pick-up/collection from Young Living Malaysia Experience Center (YL Office)
2. Shipping (*charges applies*)

TERMS & CONDITIONS:

1. Promotion is available for Young Living Malaysia Members during the promotion period only.
2. Promotion is available on Essential Rewards (ER) Order for 120PV-189PV, 190PV, 250PV and 400PV promo tiers. No top-ups allowed. Limit of one (1) qualifying Essential Rewards order per month.
3. Promotion is available on Standard Order (SO) for 250PV and 400PV promo tiers only. No top-ups allowed.
4. PV minimum must be reached in a single order. Partial orders placed throughout the qualifying month cannot be combined in order to receive the offers.
5. PV promotion is not cumulative.



TERMS & CONDITIONS (Cont'd):

6. Free items are non-returnable and non-exchangeable.
7. Offer based on first come, first served basis, while stocks last.
8. Young Living Malaysia reserves the right to substitute any product with another of similar value if it becomes unavailable or to end the promotion at the company's sole discretion.
9. Young Living Malaysia reserves the right to end the promotion before the promotion period ends.
10. 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 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 Essential Rewards 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 instead of reject the parcel when it is delivered.

TERMS & CONDITIONS: YOUNG LIVING MALAYSIA EXPERIENCE CENTER COLLECTION

1. Once order is processed, all orders must be collected within 3 business days.
2. After the 3rd business day, uncollected orders will be shipped on the 4th business day, with shipping fee imposed. Should there be no credit card registered in the member's account and/or the credit card information is invalid, orders will be returned to store and member PV will also be withdrawn.
3. Use Bulk Order Collection if you have more than 3 orders for collection. Email your order numbers to bulkorderpickup@youngliving.com for your orders to be processed accordingly. Please click on this link to find out more about the [Bulk Order Collection](#) process and terms.
4. For Bulk Order Collection, ensure that your orders are collected within 2 business days after you have received an email notification from Young Living. Bulk Order Collection comes with its own process and terms. Please click on this link to find out more: [Bulk Order Collection](#).



FREQUENTLY ASKED QUESTIONS (FAQ)

Ordering-related questions

Q1: Where can I see the list of promotions in Virtual Office?

A: Log in to Virtual Office, click on Member Resources > **September Promotion**

Q2: Can I walk in to place an order at the Experience Center (YL Office)?

A: Yes. This promotion is available via the Experience Center (YL Office) as well as via Online ordering in Virtual Office.

Q3: Can I email or call Member Services (MS) to place an order?

A: Yes. This promotion is also available via the Experience Center (YL Office) as well as via Online ordering in Virtual Office.

Q4: Can I order Online in Virtual Office and collect my order at the Experience Center (YL Office)?

A: Yes. All orders placed can be shipped or picked up from the Experience Center (YL Office). If you select the Experience Center (YL Office) option, please read the FAQ on Shipping below.

Q5: 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.

Q6: Do I have to pay for the shipping charge?

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

Standard Order

0kg – 2kg RM20.00

2kg – 3kg RM25.00

3kg and above RM30.00

Essential Rewards Order

0kg – 2kg RM15.00

2kg – 3kg RM20.00

3kg and above RM25.00



Q7: 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 working days. However, do allow 7-14 working days if the response for the promotion is overwhelming. Kindly ensure your address and contact details are correct when placing your order to avoid delay in shipment.

Q8: What happened?

- I tried to place an Online order (via 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 promotion item online. What happened?

A: All promotion items are located in **Virtual Office > Member Resources > September Promotion**. 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.



Payment-related question

Q: What if my payment goes to batch 103?

A: Please allow 24 business hours for order under batch 103 to be validated. Products will be reserved and shipped once payment is successful. If payment is subsequently declined, the order will be cancelled. Please ensure the order is reprocessed by the next business day to be eligible for the promotion.

Other reminders

- Please ensure that your shipping address in Virtual Office is 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 Young Living 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 excess inventories and replicate similar promotions during Young Living's monthly or special sale period.

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