



January 2021 PV Promo Terms & Conditions – Revised (Replacement Item for 250PV tier)

PROMOTION PERIOD: Promotion is valid from **18 January 2021, 9.00 a.m. to 31 January 2021**, while stocks last and on first come, first served basis.

PROMOTION QUALIFYING ITEMS & TIERS:

1. 400PV & above (For Essential Rewards/Standard Order)
 - Hope Essential Oil Blend 5ml
 - **One Heart Bundle - One Heart Essential Oil Blend 5ml and Clear Quartz & Moonstone Roll-On Necklace**
2. 250PV & above (For Essential Rewards/Standard Order)
 - Raven Essential Oil Blend 15ml*
 - *Also applicable to orders 400PV & above*
3. 190PV & above (*only for Early Bird for Essential Rewards placed from 1-20 January 2021*)
 - Lemongrass Essential Oil 15ml
 - Rosemary Essential Oil 15ml
4. 120PV – 189.99PV (*only for Early Bird for Essential Rewards placed from 1-20 January 2021*)
 - Cedarwood Essential Oil 15ml

ORDERING PLATFORM:

1. Online (Virtual Office)
2. Standard Order (250PV & 400PV) via Virtual Office only
3. Jotform (<https://form.jotform.com/202251161477045>) to process Essential Rewards order using commission/credit card on file
4. Walk-in to Experience Center**
5. Phone/Member Services Toll-Free Line ordering

****This ordering platform is not available during the Movement Control Order period.**

ORDER FULFILLMENT through:

1. Pick up/collection from Experience Center and Kota Kinabalu Distribution Center***
2. Shipping (*charges apply*)

*****Experience Center pick up/collection is ONLY available for Bulk Order Collection and pick up/collection from Kota Kinabalu Distribution Center is NOT available during the Movement Control Order period.**

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-189.99PV, 190PV, 250PV and 400PV promo tiers. Upon submission of ER order, members are not allowed to make changes to or add to their orders to enjoy the monthly PV promotion. All orders are final. Limited to one (1) qualifying ER order per month.
3. Processing of Essential Rewards order using commission on file is ONLY available via Jotform submission at this link: <https://form.jotform.com/202251161477045>
4. Promotion is available on Standard Order (SO) for 250PV and 400PV promo tiers only. Ordering platform for SO is via VIRTUAL OFFICE ONLY. Upon submission of SO, members are not allowed to make changes to or add to their orders to enjoy the monthly PV promotion. All orders are final
5. Change of order type from Standard Order to Essential Rewards is not allowed.
6. Submission via Jotform will be processed within 2 business days. If the Essential Rewards 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/
7. Essential Rewards (ER) template must be updated 3 days prior to ER processing date.
8. 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 will not be processed.
9. PV minimum must be reached in a single order. Partial orders placed throughout the qualifying month cannot be combined to be eligible for the offers.
10. PV promotion is not cumulative.
11. Free items are non-returnable and non-exchangeable.
12. **LIMITED STOCK AVAILABLE** for Clear Quartz & Moonstone Roll-On Necklace. There will be no back order/re-order once the stock for this free promotional item has been exhausted.
13. 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.
14. Young Living Malaysia reserves the right to end the promotion before the promotion period ends.
15. PV promotion 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 promotion items run out of stock, become unavailable or reached their maximum available limit.
16. Young Living Malaysia reserves the right to cancel or amend the terms and conditions of the promotion 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 promotion will be notified by Young Living Malaysia.
17. 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 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. Upon successful payment, any cancellation or amendmend to the order will not be entertained.

4. 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.
5. **When you place a shipping order, you will receive your order within 14 business days approximately.** (Note: East Malaysia delivery schedule may vary.)
6. **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 Essential Rewards member, do check and update your address in your ER template too.**

TERMS & CONDITIONS: EXPERIENCE CENTER COLLECTION

Note: Experience Center pick up/collection is ONLY available for Bulk Order Collection and pick up/collection from Kota Kinabalu Distribution Center is NOT available during the Movement Control Order period.

1. During the Movement Control Order period, use the option for Bulk Order Collection if you have 1 order and above (to a maximum of 10 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.
2. 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](#).
3. After the 2nd business day, uncollected orders will be shipped on the 3rd 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's PV will also be withdrawn.

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 > Resource Categories > Promotion & Program > PV Promo.

Q2: Can I walk in to place an order at the Experience Center?

A: Yes. This promotion is available via the Experience Center as well as via online ordering in Virtual Office.

However, this option is not available during the Movement Control Order period.

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

A: Yes. However, we highly encourage you to submit your Essential Rewards (ER) orders online via this Jotform link: <https://form.jotform.com/202251161477045>. Please 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. Ordering platform for Standard Order (SO) is via VIRTUAL OFFICE ONLY.

Q4: Can I call Member Services to process my Essential Rewards (ER) order using commission on file?

A: No. To process your ER order using commission on file, please submit your order online via this Jotform link: <https://form.jotform.com/202251161477045>

Q5: I have submitted my Essential Rewards order via Jotform. When will it be processed?

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

Q6: Can I order online in Virtual Office and collect my order at the Experience Center?

A: Yes. All orders placed can be shipped or picked up from the Experience Center. **However, pick up option from Experience Center is only available for Bulk Order Pick Up of 1 to 10 orders during the Movement Control Order period. Pick up/collection from Kota Kinabalu Distribution Center is NOT available for this promotion.** Kindly refer to Bulk Order Pick Up process and terms above for more details. If you select Local Delivery, please refer to the FAQ related to Shipping below.

Q7: Can I select pick up option (i.e., Experience Center and KKDC) for this promo?

A: Yes. Pick up option from Experience Center is available for this promo. **However, pick up option from Experience Center is only available for Bulk Order Collection of 1 to 10 orders during the Movement Control Order period. Pick up/collection from Kota Kinabalu Distribution Center is NOT available for this promotion.** Kindly refer to Bulk Order Pick Up process and terms above for more details.

Q8: Why is pick up option from Experience Center only available for Bulk Order Pick Up?

A: It is only available for Bulk Order Pick Up of 1 to 10 orders to abide by the rules and recommendations set by the authorities to manage crowd and maintain social distancing in light of the Covid-19 pandemic.

Q9: Can I make changes to my order to be entitled to 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. 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. Change of order type from Standard Order to Essential Rewards is not allowed.

Q10: 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. If you have placed your ER order for this month, you can still enjoy the promotion under Standard Order.

Q11: My Essential Rewards (ER) 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

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

DASHBOARD

MEMBER NEWS

ESSENTIAL REWARDS

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

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

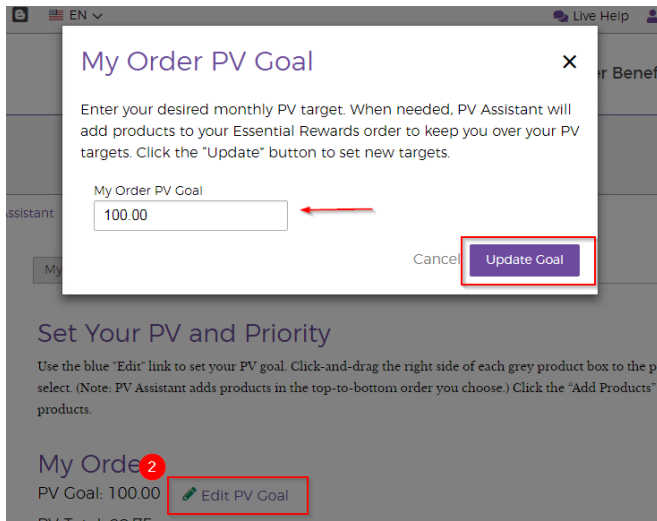
PV Goal: 100.00 [Edit PV Goal](#)

PV Total: 92.75

Paused (Check the box to activate your PV Assistant)

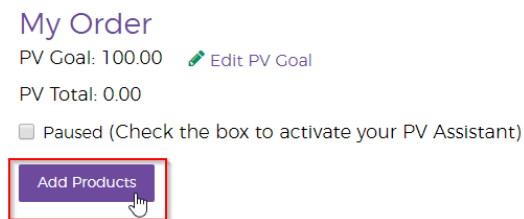
Step 2: Set your PV target by clicking on the **Edit PV Goal** link.

- 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.

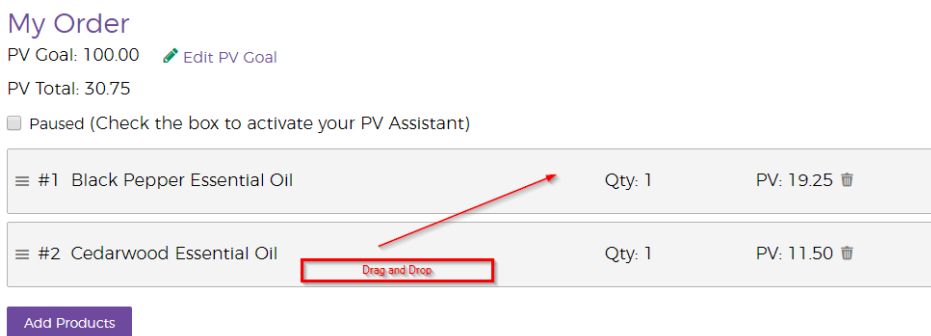
- Find products to add by searching the item name or item number, and click **Save Monthly Order** when finished.



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.



Q12: If my Essential Rewards (ER) has been auto processed, can I cancel my ER order?

A: No. Once your ER has been auto processed, you will need to receive the parcel and return it to Young Living upon getting the Return Merchandise Authorization (RMA) number from the Malaysia Member Services team. During the Conditional Movement Control Order period, the RMA can be obtained by contacting our Member Services team at 1800 189 889.

Q13: My Malaysia Essential Rewards (ER) order has been auto processed and it is below 100PV. Can I top up with other ER orders to make up the difference?

A: No. All ER order transactions must be in a single order. Upon submission of order, members are not allowed to make changes to or add to their orders.

Q14: 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.

Q15: Do I have to pay for 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 14 business days approximately. (Note: East Malaysia delivery schedule may vary.) Kindly ensure that your address and contact details are correct when placing your order to avoid delay in shipment.

Q17: 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 > Resource Categories > Promotion & Program > PV Promo. 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.

Q18: 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/202261156181042>

Q19: 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.

Q20: 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.

Q21: One of the oils I received is half filled, leaking or damaged upon inspection. What should I do?

A: Please email Member Services at custservmy@youngliving.com and they will be able to explain to you the less fill policy. Do note that this needs to be done within 5 business days upon receiving the product.

Q22: Why is there an empty bottle attached to the Clear Quartz & Moonstone Roll-On Necklace?

A: This is the roll-on bottle, which is meant to hold your favorite essential oil for easy application whenever you need it.

Q23: Why is the color of my Clear Quartz different from others?

A: Each Clear Quartz is unique on its own, hence the color and pattern of the crystals will differ from one another. Clear Quartz can develop in a variety of environments and may present as transparent, translucent, or opaque; it may be colorless or may have a slight tinge of color.

Q24: How should I use the Clear Quartz & Moonstone Roll-On Necklace?

A: There are many ways of enjoying the benefits of the Clear Quartz & Moonstone Roll-On Necklace. Our recommendation is to wear it around your neck or to carry it in your purse or bag. You can also place the necklace near you to bring clarity to your environment. Keep it near your workspace or somewhere you spend time at everyday so you can connect with your crystal and align with your higher self.

Q25: Why Clear Quartz & Moonstone?

A: A Muslim should first believe that all diseases, as well as their cures are in God's hands and power. He alone decrees trials for His creation and He alone can decree their remedies. However, Clear Quartz is all about clarity,

light, reflection, and amplification. Meanwhile, as a stone for “new beginnings”, Moonstone is a stone of inner growth and strength. It soothes emotional instability and stress, and stabilises the emotions, providing calmness.

Payment-related question.

Q1: What if my payment goes to batch 103?

A: Orders under batch 103 will be promptly validated during the promotion period. Orders will only be confirmed and shipped once payment is successful. If payment is subsequently declined, the order will be cancelled. Please ensure that the order is reprocessed on the same day to be eligible for the promotion. **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 any issue on ordering or payment, please contact our Member Services team at 1800 189 889 within 1 business day from your order date. Please ensure that your card has sufficient funds and is working fine. If you are using a debit card, kindly check that you have enabled the e-commerce function of your card before calling. Your order will be subsequently cancelled in the event payment is still unsuccessful after contacting Member Services.

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.

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 to replicate similar promotions during Young Living's monthly or special sale period.

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