

Self-Help Solutions



ISSUE	SELF-HELP SOLUTION
Out of stock or product update	Refer to the OOS list at: 1. https://tinyurl.com/bp-resources 2. Linktree: https://linktr.ee/younglivingmy (Under “Shopping” category)
Place Standard Order, Loyalty Rewards Order and/or Redemption Order	1. Log in to Young Living website at https://my.youngliving.com/en-my to process your order. 2. All orders must be successfully processed by the last day of the month to qualify for the commission payout and PV promotion gifts for that respective month.
Loyalty Rewards order using commission	To utilize your commission on file for a Loyalty Rewards order, follow the steps below: 1. Place a 100PV Standard Order and proceed to checkout using the commission on file. 2. Submit the request via this JotForm link: https://form.jotform.com/261061891234454 3. Member Services will process the request within 3 business days from the date of submission. Note: You must be actively enrolled in the Loyalty Rewards Program for your request to be successfully processed.
Payment-related issues	Ensure that your: • Credit/debit card info has been saved in your “Account”. • E-commerce has been activated for your debit card before processing your order. • Your card’s credit limit for online purchase has been updated before processing your order to avoid payment failure.
Return and Refund	• Obtain a Return Merchandise Authorization (RMA) number from Member Services. • Write the RMA number on the parcel and ship it back to: WEST MALAYSIA Receiver Name: Fulfil Blok D Contact: 0129287895 Address: PUSAT MEL NASIONAL c/o YOUNG LIVING MALAYSIA, BAY 418, BLOK D, PERSIARAN PERKILANGAN, SEKSYEN 21, 40300 SHAH ALAM, SELANGOR EAST MALAYSIA (Sabah/Sarawak) Name: POS Malaysia Address: GENERAL POST OFFICE KOTA KINABALU, 6TH & 7TH FLOOR, POS FULFILMENT OFFICE, 88000 KOTA KINABALU, SABAH • Provide tracking number details to Member Services for record. • Allow up to 14 business days from the date the parcel is successfully delivered to the warehouse for the refund to be credited back to the order’s original payment method. • Reach out to Member Services if you have not received the refund after the given time frame.



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Reactivation	- Visit https://my.youngliving.com/en-my and log in using your Member ID or registered email address. - To reactivate the account, you are required to purchase any 1 item: - Orders below 100PV: RM75 membership fee will be CHARGED - Orders of 100PV and above: RM75 membership fee will be WAIVED - Upon adding the item(s) to the cart, you may choose either a Standard Order or Loyalty Rewards order, and proceed with checkout accordingly.
Zeroize Commission	Email custservmy@youngliving.com with the following details: - Member ID - Email - NRIC - Contact No - Account Holder Name - Bank Name - Bank Account Number - Total commission (if member knows) Note: - Details will be shared with US Commission Team and the process will take up to 4 weeks for your request submitted via email to be processed. - The Direct Deposit Function in Virtual Office needs to be automated before submission. - For more details, go to: https://www.youtube.com/watch?v=eObx8PF3osA
Change of Sponsor/Enroller	Within 5 days (including weekends and public holidays) from the enrollment date: - Reach out to Member Services to perform Change of Sponsor/Enroller Exceeded the 5-day time frame but within 30 days, you may request for sponsor/enroller change via the following method: - Log in to Virtual Office > My Organization > Team Change - Email resolutions@youngliving.com directly Note: The request must be from the Account Holder or Enroller only
Bulk Order Pick Up at Kuala Lumpur Experience Center	Go to this Jotform link: https://form.jotform.com/YoungLivingMalaysiaHQ/ECBO_Appointment Note: Orders not collected will be shipped to the member's address on file and a shipping fee will be charged



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Kuala Lumpur Experience Center E-Collection Forms	Go to this Jotform link to fill in the e-collection form to collect your order at our Experience Center: KLEC: https://form.jotform.com/YoungLivingMalaysiaHQ/KLEC_Collection Note: • Collection will be processed when you walk into EC and have completed the order form as well as payment in full. • Each person is allowed to submit a maximum of 3 orders for collection per visit. • Thoroughly check and verify your items upon collection. Young Living Malaysia shall not be liable for any discrepancy once collection process is completed. • Upon submission of JotForm, no changes or request to retract submission will be entertained via phone, email or chat. • All submissions, especially if submitted by a third party, will be deemed to have been submitted with the consent or authorization of the account holder.
Experience Center Queue System	Go to this link to get your Queue Number for Experience Center: https://q03-my.qbe.ee/#/yl/ Note: • The last queue number will be issued 30 minutes before closing time. • Each person is issued one Queue Number at a time only. • Fill in your order/collection form before getting a Queue Number. If your form is incomplete, your Queue Number will be cancelled. • Queue Number is only allowed if you're within a 2km radius of the EC. • Make sure you allow/enable your browser location tracker in order to obtain a Queue Number. • Queue numbers that are called and missed will be canceled. To rejoin the queue, you will have to obtain a new number.
Kuala Lumpur Experience Center Meeting Room Reservation	Go to this Jotform link: https://form.jotform.com/YoungLivingMalaysiaHQ/EC_MeetingRoom Note: • Meeting room reservations are on a first come, first served basis. • Once you have successfully made a reservation, please be on time for your slot. • Strictly no food and beverage allowed.



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Vetiver Training Room Reservation	Go to this Jotform link: https://form.jotform.com/222147948748469 For further enquiry on reservation, email: trainings.my@youngliving.com. Note: • Training room reservations are on a first come, first served basis. • Once you have successfully made a reservation, be on time for your slot. • Set up and clear up should be done within the reserved time slot. • Strictly no food and beverage allowed.
Faulty Diffuser Process	If your Young Living diffuser isn't working as it should and if the 1-year warranty period has not expired, here's what you should do: • Try the troubleshooting steps depending on the issue via this link: https://tinyurl.com/troubleshoot-tips • If issue persists after troubleshooting, make a short video of the faulty diffuser and fill in the Jotform at this link to notify Member Services: https://form.jotform.com/MemberServiceMY/help_support • Member Services will be in touch with a status update within 1-2 business days
Product Issue	If there are any issues encountered with the Young Living products that you purchased, here is what you should do: • Click on this link https://form.jotform.com/MemberServiceMY/help_support and fill in the details as required • Member Services will be in touch with a status update within 1-2 business days
Delivery Issue	If you encounter any delivery or courier-related issues, inform us within 5 days from the date you receive the parcel by following the steps below: • Click on this link https://form.jotform.com/MemberServiceMY/help_support and fill in the details as required • Member Services will be in touch with a status update within 1-2 business days

