



## April 2020 PV Promo Terms & Conditions

**PROMOTION PERIOD:** Promotion is valid from **1 April 2020 to 30 April 2020**, while stocks last.

### PROMOTION QUALIFYING ITEMS & TIERS:

- 400PV & above (For ER/SO orders)
  - Blue Tansy Essential Oil - 5 ml
  - Geranium Essential Oil - 15 ml
- 250PV & above (For ER/SO orders)
  - Patchouli Essential Oil - 15 ml\*

*\*Also applicable to orders 400PV & above.*
- 190PV & above (*only for Early Bird for ER orders placed from 1-20 April 2020*)
  - Carrot Seed Essential Oil - 5 ml
- 120PV – 189.99PV (*only for Early Bird for ER orders placed from 1-20 April 2020*)
  - Melaleuca Alternifolia Essential Oil - 5 ml

### ORDERING PLATFORM:

- ONLINE (Virtual Office)
- WALK-IN to Experience Center (YL Office)\*\*
- EMAIL ordering via Member Services
- PHONE ordering via Member Services\*\*

**\*\*These ordering platforms are not available during the Movement Control Order period.**

### ORDER FULFILLMENT through:

- Pick up/collection from Young Living Malaysia Experience Center (YL Office)\*\*\*
- Shipping (*charges apply*)

**\*\*\*All order fulfilments are via shipping only during the Movement Control Order period.**

### TERMS & CONDITIONS:

- Promotion is available for Young Living Malaysia Members during the promotion period only.
- 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.
- Promotion is available on Standard Order (SO) for 250PV and 400PV promo tiers only. No top-ups allowed.
- 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.
- 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 and not reject the parcel when it is delivered.
4. **When you place a shipping order, you will typically receive your order within 14 business days.**

#### TERMS & CONDITIONS: YOUNG LIVING MALAYSIA EXPERIENCE CENTER COLLECTION

**Note: All order fulfilments are via shipping only during the Movement Control Order period.**

1. Once order is processed, all orders must be collected within 3 business days.
2. After the 3<sup>rd</sup> business day, uncollected orders will be shipped on the 4<sup>th</sup> 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.
3. Use Bulk Order Collection if you have more than 3 orders for collection. Email your order numbers to [bulkorderpickup@youngliving.com](mailto: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 > Resource Categories > Promotion & Program > PV Promo.

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

Q3: Can I email or call Member Services 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. **However, Member Services toll-free line is not available during the Movement Control Order period. Nevertheless, you can always reach us at [custservmy@youngliving.com](mailto:custservmy@youngliving.com).**

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

A: Yes. All orders placed can be shipped or picked up from the Experience Center (YL Office) or KKDC. If you select Local Delivery, please refer to the FAQ related to Shipping below. **However, this option is not available during the Movement Control Order period. All order fulfilments are via shipping only.**

Q5: Can I select pick up option (i.e. YLMY Experience Center and KKDC) for this promo?

A: Yes. Pick up option (i.e. YLMY Experience Center and KKDC) is available for this promo. **However, this option is not available during the Movement Control Order period.**

Q6: Can I top up/amend my order to be entitled for the PV promotion of the month?

A: No. You cannot top up or amend your order. You will only be entitled for the monthly PV promotion provided it is in a single order and meets the PV promotion requirements.

Q7: I have placed my Essential Rewards (ER) order for this month. Can I top up/amend my order?

A: No. 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.

Q8: 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.

Q9: 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
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Q10: 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.** Kindly ensure that your address and contact details are correct when placing your order to avoid delay in shipment.

Q11: 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.

Q12: One of the oils I received is half filled upon inspection. What should I do?

A: **Please email our Member Services team at [custservmy@youngliving.com](mailto: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.



Q13: I have received Blue Tansy Essential Oil, my April PV promo gift. However, the cap of the oil is discolored with a blue tint. Is it because the old is from an old batch?

A: No. This is due to the naturally vibrant color of Blue Tansy Essential Oil and is NOT an indication that the oil is from an old batch, or that its safety and efficacy have been compromised.

#### Payment-related question

Q: 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 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.**

#### 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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