

Beyond Solid Gold Program Terms & Conditions

Program Details

The Young Living Malaysia Beyond Solid Gold Program (“**Program**”) is organized by Young Living Malaysia Sdn. Bhd. located at GF & L1, Tower 7, Avenue 3, Bangsar South, No.8 Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia (“**Young Living**”). The Program begins on 1 July 2021, at 12.01 a.m. MYT and ends on 30 June 2022, at 11.59 p.m. MYT (“**Program Period**”). Young Living’s method of timekeeping is the official time clock for the Program and is final and undisputable. By participating in the Program, each participant agrees to abide by and be bound by these terms and conditions. Participants further agree to abide by and be bound by all decisions of Young Living which shall be final and binding, without right of appeal, in all matters relating to the Program and the award(s), including without limitation, eligibility and/or disqualification of entries.

Eligibility

The Program is open to all members who have not achieved Gold rank prior to 1 July 2021. Participants are required to advance to the Gold rank AND maintain the rank for 3 consecutive months, i.e. month of advancement and 2 months thereafter. Members who advanced to Gold rank after 1 July 2021 but did not maintain the rank for 3 consecutive months, i.e., month of advancement and 2 months thereafter will have to re-rank to an active Gold paid rank and maintain the rank for 3 consecutive months, i.e. month of re-rank and 2 months thereafter.

How to Earn Awards

During the Program Period, participants earn awards by advancing to Gold rank and maintaining the rank for 3 consecutive months, i.e. month of advancement and 2 months thereafter. Gold qualifiers must place their Essential Rewards (“**ER**”) order on the 4th month after successfully maintaining the rank for 3 consecutive months i.e., month of advancement and 2 months thereafter.

Awards

Members who achieve Gold rank AND successfully maintain the rank for 3 consecutive months, i.e. month of advancement and 2 months thereafter will be awarded 1 free Gold Bonus Gift Set. The Gold Bonus Gift Set includes 1 Rose Essential Oil (5ml), 1 Melissa Essential Oil (5ml), 1 Blue Tansy Essential Oil (5ml), 1 Sacred Sandalwood Essential Oil (5ml), and 1 Jasmine Essential Oil (5ml). Eligible members will receive the Gold Bonus Gift Set on the 4th month if an ER order is fulfilled in the said month. Approximate Retail Value (“**ARV**”) of the Gold Bonus Gift Set: RM 2,800.00

General Award Conditions

Young Living is not responsible for, and the participants will not receive, the difference, if any, between the current value of an award at the time of the award and the ARV indicated in these terms and

conditions or in any promotion-related correspondence or materials. In the event there are not enough eligible members to offer all awards, Young Living reserves the right to only reward the number of awards as there are eligible members. Any awards not rewarded after the Program Period may be left unawarded. The restrictions or conditions set forth herein are not all-inclusive. Awards are non-transferable and cannot be redeemed for cash or product credits, except that Young Living reserves the right, at its sole discretion, to substitute an award (or a portion thereof) for one of equal or greater value if the award cannot be offered as described for any reason. Awards are offered "AS IS" and WITHOUT WARRANTY OF ANY KIND, express or implied, including, but not limited to, any implied warranties of merchantability and for any other particular purpose. All federal, state, and local taxes (including income and withholding taxes), if any, as well as any other costs and expenses associated with award acceptance and use not specified herein as being provided are the participant's responsibility, regardless of whether the award is used in whole or in part.

During the Program Period, participants may be regularly audited to monitor their compliance with the Young Living Policies and Procedures applicable to the participant's jurisdiction ("**Young Living Policies and Procedures**"), including but not limited to, those sections belonging to advertising and promotions. Any violation of Young Living's Policies and Procedures will disqualify the participants from the Program in its entirety. Young Living reserves all rights to adjust the mechanics or criteria of the awards within the Program Period and decide on qualifying members after auditing results.

Notification/Award Acceptance

The participants who are qualified for the awards will be notified via email address on file. This email will contain details of the award and award issuance.

Cancellation and Refunds; Force Majeure

Young Living will not be liable or held responsible in the event of cancellation of the Program or if delivery of an award is prevented, delayed or due to any circumstances beyond its control, including without limitation, natural disasters, strikes, picket lines, boycott efforts, fires, floods, accidents, global health warnings, pandemics, outbreak, war (whether or not declared), revolution, riots, insurrections, acts of God, acts of government (including, without limitation, any agency or department of the United States of America and local authorities), acts of the public enemy, scarcity or rationing of gasoline or other fuel or vital products, inability to obtain materials or labor, or other causes that are beyond the control of Young Living. Young Living may, at its sole and absolute discretion, substitute the awards with cash prizes of equivalent value.

Authorization

Young Living and its authorized agents will collect, use, and disclose the personal information you provide when you participate in the Program for the purposes of administering the Program and award fulfillment. By participating in the Program and accepting the awards, the participants approve the use of his or her

name, address (city and state/province), voice and statements relating to the Program and Young Living, as well as photographs or other likeness without receiving additional compensation, notice or permission, in any publicity or advertising conducted by Young Living or any related entity in any media without time or territorial limitation, except where prohibited by law.

Limitations of Liability

Young Living and its affiliates, subsidiaries or parent company are not responsible for any inaccuracies in the information that may be used in the Program, for any technical or human error that may occur in the processing of entries, including data entered by participants, any communication failures such as technical errors related to computers, telephones, cables and unavailable networks or connections of servers; related technical failures, or other failures related to hardware, software or viruses; or incomplete, late or misdirected entries. Any compromise to the fair and appropriate conduct of the Program related to a computer virus or similar type of technical impairment that may affect the appropriate impartiality, security and administration of the Program may result in the termination, amendment or modification of the Program or any part thereof at Young Living's sole discretion. Young Living reserves the right, at its sole discretion, to void any entries by participants whom Young Living deems to have breached or harmed the administration, security, impartiality, or proper development of the Program or that does not act in an honorable manner or acts with the intent to threaten or harass any other person.

By participating in the Program, participants waive all rights to claim punitive, incidental, and consequential damages, attorneys' fees, or any damages other than actual costs or losses that may arise as a result of participation in the Program, acceptance, possession and/or use of any award.

Participants shall defend, indemnify, and hold harmless Young Living from any action, suit, damages, costs, or expenses (including reasonable attorney fees) arising from or in connection with any claim that the information or material provided to Young Living hereinunder which infringes any copyright, trademark, industrial designs, patent or any other intellectual property rights of any third party.

All causes of action arising out of or relating to the Program or any award shall be resolved individually, without recourse to any form of class actions. Some jurisdictions may not allow certain limitations of damages or liability to seek damages through class actions, therefore some of these restrictions may not apply.

Other Rules and Regulations

Each participant will be responsible for all applicable taxes on his or her award, whether or not the award is used, unless he or she refuses to accept the award at the time it is presented. Where applicable, the participant will have the fair market value of the accepted award reported on an applicable tax form. If certain aspects of the awards change and are not under the control of Young Living, or if for any reason, all or any part of the award is or becomes unavailable, Young Living will not be liable or responsible for any such changes and Young Living reserves the right to substitute an award equivalent or greater value, at Young Living's sole and absolute discretion. No transfer of award to a third party is permitted. By accepting the awards, the participants agree that Young Living shall not be liable for any injury, damage

or loss of any kind resulting from or in connection with the award, acceptance, possession or use of the award or any part or aspect thereof.

Young Living shall be the final arbiter of the interpretation of all terms and conditions interpretations and of the qualification determinations and such decisions shall be final. Where applicable, the awards will be reported as income in the participant's annual tax form. Award participants will be responsible for the payment of all taxes for any award and/or the grant or subsidies awarded by Young Living. Young Living reserves the right to suspend or terminate the Program, without notice, for any reason if it deems necessary, at its sole and absolute discretion. Young Living employees and their associated entities and their spouses and immediate family members are not eligible to participate in the Program. The Program is void where prohibited by law.

By participating in the Program, the participants: (i) acknowledge compliance with these terms and conditions including all eligibility requirements, (ii) warrant that any information the participants provide in connection with the Program is true and accurate, (iii) agree to abide and be bound by Young Living's decisions, which will be final and binding on all matters relating to the Program, and (iv) agree and consent to the collection, use and processing of their personal data pursuant to the applicable laws prescribed in accordance with the terms and conditions contained herein. Participants who do not comply with the Program terms and conditions and Young Living's Policies and Procedures are subject to disqualification.

The Program is subject to all applicable laws of Malaysia. All matters and questions relating to the construction, validity, interpretation and enforceability of these Program terms and conditions, or the rights and obligations of the participants and Young Living in connection with the Program shall be governed and interpreted in accordance with the substantive legislation of the courts in Malaysia without regard to conflicts of law principles. All participants agree to submit to the jurisdiction of the courts of Malaysia.

In the event of any conflict between any details of the Program contained in these terms and conditions and program details contained in other promotional materials (including, but not limited to, any point of sale, online or printed advertising), the details of the Program as set forth under these terms and conditions shall prevail.

Failure by Young Living or the decision not to enforce any provision of these terms and condition shall not constitute a waiver of that or any other clause. In the event that any provision is found to be invalid or unenforceable or otherwise unlawful, these terms and conditions shall remain in effect and shall be construed in accordance with its terms as if the invalid or illegal clause is not contained herein. In the event of any conflict, discrepancy or inconsistency amongst the English, Bahasa Melayu and Chinese language versions of these terms and conditions, the English language version shall prevail.

FREQUENTLY ASKED QUESTIONS (FAQ)

Q1: Is this Program eligible for leaders who have achieved the highest rank of Gold, but currently not recognized as a Gold ranked leader due to not meeting the Recognition requirements of maintaining the rank of at least once in six (6) months?

A: No. Only members who have not achieved Gold rank prior to 1 July 2021 will be eligible to participate in this Program. Re-ranking Gold members are not eligible.

Q2: If a member had newly advanced to Gold rank after 1 July 2021 but did not maintain the said rank for 3 consecutive months, will the member still qualify if he/she re-rank or requalify as a Gold ranked member?

A: Yes. Provided that the member maintains 3 consecutive months, i.e., month of re-rank and 2 months thereafter, as a Gold ranked member.

Q3: If I advance to Gold rank in July 2021, but advanced to Platinum the following month, am I eligible to participate in this Program?

A: Yes. Member's advancement to Gold after 1 July 2021 and advance to the next rank during the maintenance months, still qualifies as long as the new rank's month of advancement and 2 months after is not lower than Gold.

Q4: If I advance to Gold rank in July 2021, and dropped rank below Gold the month after, but managed to advance to Platinum the following month. Should I maintain the 3 consecutive months as Gold or Platinum rank?

A: In this scenario, as long as the 3 consecutive months of maintenance, i.e., month of advancement to Platinum and 2 months thereafter, is not lower than Gold rank.

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