

PV PROMOTION TERMS & CONDITIONS

PROMOTION MECHANICS:

The promotion qualifying items and tiers are valid from the date specified in the promotion flyer, while stocks last and on first come, first served basis.

ORDERING PLATFORM**:

1. Online (Virtual Office) and Mobile Application
2. Essential Rewards (ER) order using commission only or commission plus credit/debit card is available via walk-in to Kuala Lumpur Experience Center (KLEC) and Kota Kinabalu Experience Center (KKEC), and via Toll Free Line 1800 189 889 and Live Chat.
3. Jotform (<https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>), which will be made available on the last 7 calendar days of the month only, to process ER order using commission only or commission plus credit/debit card.
NOTE: Jotform service is subject to change. Refer to the latest Self-Help Solutions for more details at: <https://static.youngliving.com/en-MY/PDFS/month-end-self-help.pdf>
4. Standard Order (SO) via Virtual Office/Mobile Application and walk in to KLEC and KKEC only.

ORDER FULFILLMENT** through:

1. Pick up/collection from KLEC (including Bulk Order Pick Up) and KKEC.
2. Shipping (*charges apply*)

**Young Living Malaysia will use all necessary resources to diligently compile and update the information contained in this document. However, this information is still subject to change at any time without prior notice depending on operational or circumstantial requirements e.g., change in business hours, unforeseen downtime, etc., at the KLEC and KKEC or across all our distribution or service touchpoints.

TERMS & CONDITIONS:

1. Promotion is available for Young Living Malaysia brand partners during the promotion period specified in the flyer.
2. Promotion is available on ER order for the promo tiers as specified in the flyer. Upon submission of ER order, brand partners are not allowed to make changes 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 ER order using commission only or commission plus credit/debit card is available via walk-in to KLEC and KKEC, and via Toll Free Line 1800 189 889 and Live Chat. Jotform (<https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>) to process ER order using commission only or commission plus credit/debit card will be made available only on the last 7 calendar days of the month.
4. Promotion is available on SO for the promo tiers as specified in the flyer. Ordering platform for SO is via Virtual Office/Mobile Application and walk-in to KLEC and KKEC only. Upon submission of SO, brand partners are not allowed to make changes or add to their orders to enjoy the monthly PV promotion. All orders are final.
5. Change of order type from SO to ER is not allowed.
6. Submission via Jotform will be processed within 2 business days. If the ER 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. 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 for the request of payment using commissions plus credit card 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. SWAG/free items are non-returnable and non-exchangeable. Damage from wear and tear is not eligible for return/refund/replacement.
12. 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.
13. Young Living Malaysia reserves the right to end the promotion before the promotion period ends.
14. 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.
15. A 25% restocking fee will be charged for order cancellations or returns.
16. In the event order is unable to be processed due to payment issue/payment declined/insufficient funds, Young Living Malaysia reserves the right not to honor/process the order transaction. Please ensure that there is no issue with your credit/debit card's issuance bank, that there are sufficient funds in your card and the e-commerce function has been activated for your card.
17. 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.
18. 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 5-10 Business Days

1. Once order is processed or once it is past 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 ER 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 a return is initiated after an order is successfully processed by the system, a 25% restocking fee will apply.
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, and will acknowledge the delivery timeline.
5. **When you place a shipping order, you will typically receive your order within 5-10 business days approximately from the date of your order is successfully paid for, provided your address and contact number are accurate and you respond to the courier's call as well as be available to receive the shipment. If you have missed the delivery attempt or the call by courier, please do expect some delays from the initial timeline given. (Note: Schedule for East Malaysia delivery and outskirts may vary.) You may reach out to Member Services if you have not received your order after 10 business days from the date payment is successful and if the other conditions mentioned are met.**
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 ER member, do check and update your address in your ER template too.**
7. Incomplete or incorrect contact number given at the time order is processed will result in further delay of shipment as the courier will not be able to reach you to ensure that you are available to receive the shipment. Failed delivery attempts will further prolong the shipment timeframe.

8. Incomplete or incorrect address given at the time order is processed will result in further delay of shipment and may incur additional shipping fee. Please ensure that your shipping address is updated correctly and your postal code is confirmed to be the latest.
9. When you receive your order, you should check the items received against the packing slip to make sure there is no discrepancy or damage. Please notify Young Living of any shipping discrepancy or damage as soon as possible. Failure to notify Young Living of any shipping discrepancy or damage within 5 business days of receipt of shipment will forfeit your request for a correction.

TERMS & CONDITIONS: KLEC & KKEC COLLECTION

1. Once order is processed, **all orders must be collected from KLEC or KKEC within 3 business days.**
2. Bulk Order Pick Up at KLEC is only available for **4 to a maximum of 10 orders**. Once order is processed, submit your Bulk Order Appointment request using this Jotform link: https://form.jotform.com/YoungLivingMalaysiaHQ/ECBO_Appointment. Show the appointment screenshot or email confirmation at the counter to collect your order.
3. Uncollected orders/orders without Bulk Order Pick Up request submitted will be shipped with shipping fee charged to brand partner.
4. Should there be no credit card registered in the brand partner's account and/or the credit card information is invalid, order will be canceled (a 25% restocking fee will be charged) and payment will be refunded in the form of credit in the brand partner's account.
5. Bulk Order Pick Up is NOT AVAILABLE at KKEC.
6. Order collection at KKEC is only available up to a maximum of 3 orders.

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. Or, download and install the app "Young Living Malaysia" for IOS or Android using the links below:



[Android Google Play Store:](https://play.google.com/store/apps/details?id=com.youngliving.mobileapp)

<https://play.google.com/store/apps/details?id=com.youngliving.mobileapp>



[iOS App Store:](https://apps.apple.com/us/app/young-living-malaysia/id1645256288)

<https://apps.apple.com/us/app/young-living-malaysia/id1645256288>

Q2: Can I walk in to place an order at KLEC or KKEC?

A: Yes. You can walk in to KLEC or KKEC to place your order under ER/SO.

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

A: Yes. Processing of ER order using commission only or commission plus credit/debit card is available via walk-in to KLEC and KKEC, Toll Free Line 1800 189 889 and Live Chat. Jotform (<https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>) to process ER order using commission only or commission plus credit/debit card will be made available only on the last 7 calendar days of the month. 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 SO is via Virtual Office or Mobile Application.

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

A: Yes. Processing of ER order using commission only or commission plus credit/debit card is available via walk-in to KLEC and KKEC, Toll Free Line 1800 189 889 and Live Chat.

Q5: I have submitted my ER 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 or Mobile Application and collect my order at KLEC or KKEC?

A: Yes. All orders placed can be shipped or picked up from KLEC (including Bulk Order Pick Up) or KKEC. If you select Local Delivery, please refer to the FAQ related to Shipping below.

Q7: Can I select pick up option (i.e., KLEC and KKEC) for this promo?

A: Yes. Pick up options from KLEC (including Bulk Order Pick Up) and KKEC are available for this promo.

Q8: Can I make changes to my order to be entitled to the PV promotion of the month?

A: No. Upon submission of order, brand partners are not allowed to make changes 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 SO to ER is not allowed.

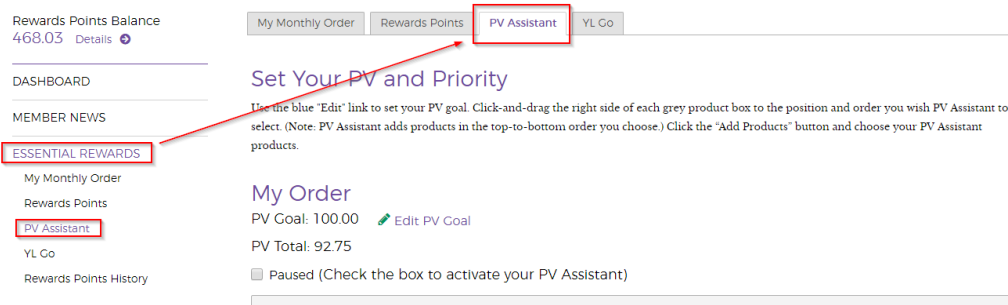
Q9: I have placed my ER order for this month. Can I make changes to my order?

A: No. Upon submission of order, brand partners are not allowed to make changes or add to their orders to enjoy the monthly PV promotion. Each brand partner 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 SO.

Q10: My ER order was automatically processed today and it was less than 100PV due to OOS item. Can I make changes to my order?

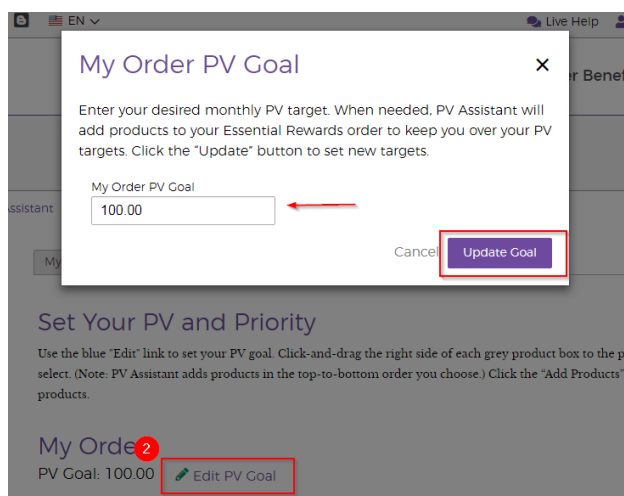
A: No. Upon submission of order, brand partners are not allowed to make changes or add to their orders. **To avoid order being processed below 100PV, please make use of the PV Assistant tool in Virtual Office prior to your processing date. To start using PV Assistant, refer to the following steps:**

Step 1: Click on the **PV Assistant** tab in the **Essential Rewards** section in Virtual Office.



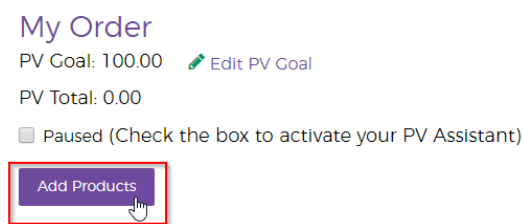
Step 2: Set your PV target by clicking on the **Edit PV Goal** link.

- 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 selects 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.

My Order

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

PV Total: 30.75

☐ Paused (Check the box to activate your PV Assistant)

#1 Black Pepper Essential Oil	Qty: 1	PV: 19.25
#2 Cedarwood Essential Oil	Qty: 1	PV: 11.50

[Add Products](#)

Q11: If my 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 Member Services. The RMA can be obtained by contacting Member Services at 1800 189 889 or via Live Chat. To connect with Live Chat, follow the steps provided in this link:

https://www.flickr.com/photos/youngliving_mal/50468289686/

Q12: My 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, brand partners are not allowed to make changes or add to their orders.

Q13: 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.

Q14: Do I have to pay for shipping charge?

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

Standard Order		Essential Rewards Order	
0kg – 1kg	RM12.00	0kg – 1kg	RM8.00
1.01kg – 3kg	RM15.00	1.01kg – 3kg	RM10.00
3.01kg – 6kg	RM18.00	3.01kg – 6kg	RM13.00
6kg and above	RM25.00	6kg and above	RM20.00

Q15: 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 5-10 business days approximately. (Note: Schedule for East Malaysia delivery and outskirts may vary.) Kindly ensure that your address and contact details are correct when placing your order to avoid delay in shipment.

Q16: 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.

Q17: Is this promotion open for Reactivation?

A: Yes. This promotion is open for Reactivation under SO/ER.

For Reactivation through Virtual Office, only SO can be placed.

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 (100PV) or SO (50PV), please submit the Reactivation request via this Jotform link: <https://form.jotform.com/MemberServiceMY/ER-Reactivation> or you may walk-in to KLEC/KKEC. However, reactivation in KLEC/KKEC is only applicable for account holders. Additionally, if you are submitting Reactivation request via Jotform, please ensure that the NRIC of the brand partner who would like to reactivate is attached along with the submission.

Q18: I have submitted my Reactivation on ER via Jotform. When will it be processed?

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

Q19: 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.

Q20: To reactivate my account in KLEC/KKEC, what are the documents required?

A: Bring along your physical NRIC/Passport for verification and have the names and brand partner IDs of your Enroller and Sponsor with you to be submitted during the process.

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

A: Please proceed to submit a JotForm for this via <https://form.jotform.com/MemberServiceMY/Delivery-Issue> for further action. Do note that this needs to be done within 5 business days upon receiving the item.

Q22: Does the Young Living Diffuser come with a warranty?

A: Yes. Please refer to the diffuser's user manual for warranty period. The warranty will take place from the date you receive the diffuser via delivery/collection.

Q23: My diffuser seems to have malfunctioned. What should I do?

A: First, refer to the Diffuser user manual for troubleshooting instructions. If the problem persists after you've performed troubleshooting on your own and if it is still within the diffuser's warranty period i.e., 12 months from the date you receive the diffuser via delivery/collection, please 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/faulty-diffuser>. Member Services will be in touch with a status update within 1-2 business days. Any return after the warranty period will be considered void. The warranty period does not cover defects due to misuse or general wear and tear.

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 canceled. 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 payment failure that is not due to any card issue, please contact Member Services at 1800 189 889 or via Live Chat for further assistance. Jotform submission to reprocess payment will be made available at this link <https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment> on the last 7 calendar days of the month only. Ensure that there is no issue with your credit/debit card's issuance bank, that there are sufficient funds in your card and the e-commerce function has been activated for your card. Your order will be subsequently canceled without any notification from Member Services in the event payment is still unsuccessful after the JotForm submission.

Q3: I'm facing issue in updating my latest card information on file. What should I do?

A: We would suggest that brand partners 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, brand partners are only permitted to perform resell of products to non-brand partners 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 brand partners.

- In light of the aforementioned, this promotion is not to be offered as resale products to non-brand partners. Brand partners 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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