

## January 2022 PV Promo Terms & Conditions

**PROMOTION PERIOD:** Promotion is valid from **1 January to 31 January 2022**, while stocks last and on first come, first served basis.

### PROMOTION QUALIFYING ITEMS & TIERS:

1. 400PV & above (For Essential Rewards/Standard Order)
  - Clarity Essential Oil Blend - 15ml
  - Grounding Essential Oil Blend - 5ml
  - Clove Essential Oil – 15ml
  - Orange Essential Oil – 15ml
2. 250PV & above (For Essential Rewards/Standard Order)
  - Highest Potential Essential Oil Blend– 5ml\*

*\*Also applicable to orders 400PV & above*
3. 190PV & above (*only for Early Bird for Essential Rewards placed from 1-20 January 2022*)
  - Basil Essential Oil – 15ml
4. 120PV-189.99PV (*only for Early Bird for Essential Rewards placed from 1-20 January 2022*)
  - Spearmint Essential Oil – 5ml

### ORDERING PLATFORM\*\*:

1. Online (Virtual Office)
2. Standard Order via Virtual Office only
3. Jotform (<https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>) to process Essential Rewards order using commission only or commission plus credit/debit card only.  
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/Self-Help-Solutions.pdf>
4. Walk in to Experience Center

### ORDER FULFILLMENT\*\*\* through:

1. Pick up/collection from Experience Center and Kota Kinabalu Distribution Center
  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 Experience Center and Kota Kinabalu Distribution Center or across all our distribution or member service touchpoints.

### 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/MemberServiceMY/EROrder-ReprocessPayment>
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/](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 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. 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. 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 honour/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.
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 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, and will acknowledge the delivery timeline.
4. **When you place a shipping order, you will typically receive your order within 3-5 business days approximately. (Note: Schedule for East Malaysia delivery from West Malaysia and outskirts may vary.) You may reach out to**

Member Services if you have not received your order after 5 business days from the date payment is successful.

5. 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 (ER) member, do check and update your address in your ER template too.
6. 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.
7. When you receive your order, you should check the items received against the packing slip to make certain 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: EXPERIENCE CENTER COLLECTION

**Note: The Experience Center will resume its operations from 3 January 2022**

1. Once order is processed, **all orders must be collected at the Experience Center within 3 business days.**
2. Bulk Order Pick Up is only available for **4 to a maximum of 10 orders**. Once order is processed, kindly submit your Bulk Order Appointment request using this Jotform link: [https://form.jotform.com/YoungLivingMalaysiaHQ/ECBO\\_Appointment](https://form.jotform.com/YoungLivingMalaysiaHQ/ECBO_Appointment). Kindly show the appointment screen shot or email appointment confirmation during collection.
3. Uncollected orders/orders without Bulk Order Pick Up request submitted will be shipped with shipping fee charged to member.
4. Should there be no credit card registered in the member's account and/or the credit card information is invalid, order will be cancelled and payment will be refunded in the form of credit in member's account.

#### 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 and Jotform (<https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>) to process Essential Rewards order by using commission only or commission plus credit/debit card only.

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

A: No. For Essential Rewards (ER) orders, please submit via this Jotform link: <https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>. 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/MemberServiceMY/EROrder-ReprocessPayment>

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. 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 or Kota Kinabalu Distribution Center (KKDC)) for this promo?

A: Yes. Pick up options from Experience Center and KKDC 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, 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.

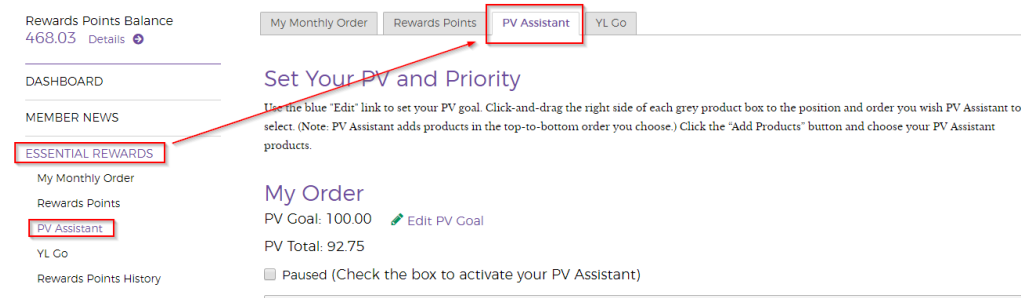
Q9: I have placed my Essential Rewards (ER) order for this month. Can I make changes to my order?

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.

Q10: 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?

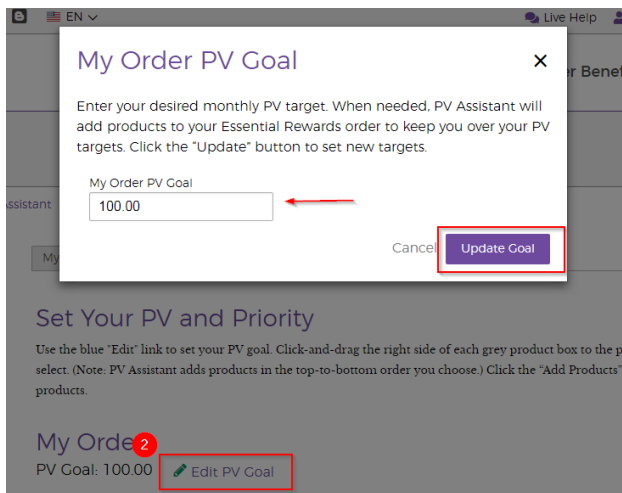
A: No. Upon submission of order, members are not allowed to make changes to or add to their orders. **To avoid order being processed below 100PV, please make use of the PV Assistant tool in Virtual Office prior to your processing date. To start using PV Assistant, refer to the following steps:**

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



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.

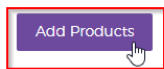
- Find products to add by searching the item name or item number, and click **Save Monthly Order** when finished.

### My Order

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

PV Total: 0.00

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



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.

### 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	🗑

Drag and Drop

[Add Products](#)

Q11: 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 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/](https://www.flickr.com/photos/youngliving_mal/50468289686/)

Q12: My 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 3-5 business days approximately. (Note: Schedule for East Malaysia delivery from West Malaysia and outskirts 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](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/MemberServiceMY/ER-Reactivation>

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](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.

### **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 payment failure that is not due to any card issue, please submit your request to reprocess payment using this JotForm link: <https://form.jotform.com/MemberServiceMY/EROrder-ReprocessPayment>. 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. Your order will be subsequently cancelled 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 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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