



September 2020 PV Promo Terms & Conditions (Revised)

PROMOTION PERIOD: Promotion is valid from **28 September 2020, 12.15pm to 30 September 2020**, while stocks last.

PROMOTION QUALIFYING ITEMS & TIERS:

- 400PV & above (For Essential Rewards/Standard Order)
 - Lavender Hand & Body Lotion – 226g
 - Bergamot Essential Oil – 15ml
 - RC Essential Oil Blend – 5ml
 - Hyssop Essential Oil – 5ml
- 250PV & above (For Essential Rewards/Standard Order)
 - Wintergreen Essential Oil – 15ml*
 - Oregano Essential Oil – 15ml*

**Also applicable to orders 400PV & above*
- 190PV & above (*only for Early Bird for Essential Rewards placed from 18-20 September 2020*)
 - Citronella Essential Oil – 15ml
- 120PV – 189.99PV & above (*only for Early Bird for Essential Rewards placed from 1-20 September 2020*)
 - DiGize Essential Oil Blend – 5ml

ORDERING PLATFORM:

- ONLINE (Virtual Office)
- WALK-IN to Experience Center (YL Office)
- JOTFORM (<https://form.jotform.com/202251161477045>)
- PHONE ordering via Member Services

ORDER FULFILLMENT through:

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

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 – 189.99PV, 190PV, 250PV and 400PV promo tiers. Upon submission of ER order, members are not allowed to make changes to or add to the orders to enjoy the monthly PV promotion. All orders are final. Limited to one (1) qualifying Essential Rewards order per month.
- Promotion is available on Standard Order (SO) for 250PV and 400PV promo tiers only. Upon submission of SO order, members are not allowed to make changes to or add to the orders to enjoy the monthly PV promotion. All orders are final.
- Submission via Jotform will be processed within 2 business days. If the ER order is not reflected in Virtual Office after 2 business days, please contact Member Services.



5. ER template must be updated 3 days prior to ER processing date.
6. Prior to Jotform submission, ensure that card details in Virtual Office are accurate and up-to-date.
7. 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.
8. PV promotion is not cumulative.
9. Free items are non-returnable and non-exchangeable.
10. Offer based on first come, first served basis, while stocks last.
11. 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.
12. Young Living Malaysia reserves the right to end the promotion before the promotion period ends.
13. 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. Upon successful payment, any cancellation or amendmend to the order will not be entertained.
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.
5. **When you place a shipping order, you will receive your order within 14 business days approximately.**

TERMS & CONDITIONS: YOUNG LIVING MALAYSIA EXPERIENCE CENTER COLLECTION

1. Once order is processed, all orders must be collected within 3 business days.
2. After the 3rd business day, uncollected orders will be shipped on the 4th 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 3 orders and above (to a maximum of 10 orders) for collection. Email your order numbers to 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](#).
5. After the 2nd business day, uncollected orders will be shipped on the 3rd 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.

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 also available via the Experience Center (YL Office) as well as via online ordering in Virtual Office.

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

A: Yes. However, we highly encourage you to submit your Essential Rewards (ER) orders online via this Jotform link: <https://form.jotform.com/202251161477045>

Q4: 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.

Q5: 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.

Q6: 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.

Q7: 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 the 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.

Q8: I have placed my 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 the 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.

Q9: Can I perform two ER orders for the month i.e., U.S. NFR ER and Malaysia ER?

A: Yes. You may purchase under both U.S. NFR ER and Malaysia ER. However, please ensure that you meet the requirement of having 100PV under ER for the month.

Q10: I have placed order under U.S. NFR ER template. Can I combine that order with the Malaysia ER template to qualify for points, gifts or to maintain my membership?

A: No. The PV points for the two (2) ER templates cannot be combined for you to be entitled to the PV promotion of the month. To maintain ER, a member must make at least 100PV orders, in either Malaysia or U.S. NFR ER template.

Q11: Can I place a 50PV Malaysia ER order and 50PV US NFR ER order to hit the 100PV requirement to maintain my ER?

A: No. To maintain ER, a member must maintain at least 100PV in a single order, either on a Malaysia or U.S. NFR ER template.



Q12: If my Malaysia ER has been auto processed and I am interested in purchasing under U.S. NFR ER, can I cancel my Malaysia ER order?

A: No. Once your Malaysia 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 the Malaysia Member Services team. The RMA can be obtained by calling our Member Services team at 1800 189 889 or by emailing custservmy@youngliving.com.

Q13: My Malaysia ER has been auto processed and it is below 100PV. Can I top up with U.S. NFR ER 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 the orders.

Q14: I only need a few items from U.S. NFR ER, can I top up the balance by purchasing under Malaysia ER to meet the 100PV requirement for ER?

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 the orders.

For further information on U.S. NFR ER purchase, please refer to the [Terms & Conditions](#).

Q15: 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.

Q16: 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

Q17: 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 approximately. Kindly ensure that your address and contact details are correct when placing your order to avoid delay in shipment.

Q18: 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.

Q19: 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 → 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/202261156181042>

Q20: 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.

Q21: 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.

Q22: 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 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: 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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