

# New Zealand Essential Rewards Order Form

Young Living Essential Oils (Australasia) Pty Ltd

ABN 94 085 543 979

PO Box 7707, Baulkham Hills BC, NSW 2153



## MEMBER SERVICES

PHONE 1800 NZ YLEO / 0800 69 9536

EMAIL [custservnz@youngliving.com](mailto:custservnz@youngliving.com)

WEB [YoungLiving.co.nz](http://YoungLiving.co.nz)

### ORDER PROCESSING DAY

Please process my order beginning on month \_\_\_\_\_ day \_\_\_\_\_ or the next closest available date\*. I realise that I can change the items in my order, as well as the processing date, by calling the Member Services department or logging into Virtual Office on the Young Living website.

\* Please select a date between the 1<sup>st</sup> and 28<sup>th</sup> of the month.

### AGREEMENT

My signature below indicates that I have read and accepted all the terms included in the Essential Rewards subscription agreement below. I would like to receive my products automatically every month. I have indicated the quantities, processing date and payment method above. I understand the processing date may be set to the next available date if my requested date is full.

- I have read and agree to be bound by the terms and conditions of the Essential Rewards Subscription Agreement below.
- I understand and agree that by entering into this agreement and subscribing to the Essential Rewards Loyalty Subscription, I will receive and be charged for an automated, monthly product order (which I can customise) during each month of my program membership.

**X**

Member Signature (required\*) \_\_\_\_\_

Date (dd/mm/yyyy) \_\_\_\_\_

This Essential Rewards Subscription Agreement is between you, the undersigned Applicant, and Young Living Essential Oils, Australasia Pty Ltd ("Young Living"). By signing this agreement, you agree to the following:

### 1. SUBSCRIPTION

You can subscribe to the Essential Rewards Loyalty Subscription (i) by opting into the program and agreeing to this agreement online at [YoungLiving.com.au](http://YoungLiving.com.au) or [YoungLiving.co.nz](http://YoungLiving.co.nz) or (ii) by posting or emailing to Member Services (using the contact information listed below), your application information and a signed version of this agreement to Member Services for processing.

### MEMBER SERVICES

Address: Building B, Level 3, 3 Columbia Court Baulkham Hills 2153 NSW Australia,

Phone AU: 02 8604 5600 or 1300 289 536

Phone NZ: 0800 699 536

Email AU: [custserv@youngliving.com.au](mailto:custserv@youngliving.com.au)

Email NZ: [custservnz@youngliving.com](mailto:custservnz@youngliving.com)

### 2. MONTHLY ORDERING

You agree to place an order having a PV (Personal Volume) amount of at least 50 PV in Young Living products each month. Each order must designate delivery either to you or to a Young Living Product Pick-Up location for pickup. The products you select in a monthly Essential Rewards subscription order will continue to be sent to you at the address listed every subsequent month unless and until you make changes to your product selection via the Young Living Virtual Office at [YoungLiving.com/VO](http://YoungLiving.com/VO) or by calling Member Services. Each monthly subscription order will be processed on the day of the month you specify, specifically a day between the 1st and 28th day of the month. You may change the processing date in Virtual Office or by calling Member Services. Any changes to your order must be made at least 4 days prior to the selected processing date.

### 3. REDUCED SHIPPING

Essential Rewards subscription members qualify for reduced shipping rates. Current Essential Rewards order shipping prices are listed on the Price List in Virtual Office

Shipping rates and discounts are subject to change without notice.

### 4. ESSENTIAL REWARDS POINTS

Each month in which you purchase at least 50 PV of product via the Essential Rewards subscription program, you will receive Essential Rewards points (herein "Points"). Points are awarded based on the amount of PV of your Essential Rewards subscription program and the number of months that you have consecutively subscribed to the Essential Rewards Loyalty Subscription, based on the following schedule:

- During the first 3 consecutive months of participation: 10 percent of Essential Rewards order's PV
- Between the 4th and 24th consecutive months of participation: 20 percent of Essential Rewards order's PV
- After 24 consecutive months: 25 percent of Essential Rewards order's PV

Young Living, in its sole discretion, reserves the right to modify the point calculation schedule without notice and for any reason. A current version of the point calculation schedule is posted in Virtual Office.

### 5. REDEEMING POINTS

Points are redeemable after two consecutive months of subscription. Points are redeemable for all products and items\* in the Product Guide. While there is no limit to the number of points that can be accumulated, a maximum of 400 points may be redeemed in a single month. To redeem an item requiring more than 400 PV, please contact Member Services for assistance. Products purchased with Essential Rewards points are not eligible for personal or organisational volume. Points can be redeemed by contacting Member Services or online in Virtual Office. Products purchased with Essential Rewards points are not eligible for return or refund. Unused points expire 12 months from the month they were earned. Shipping fees apply to orders redeeming Essential Rewards points.

\*Excludes Starter Bundles, charity oils, items with OPV such as accessories and tools, and shipping charges.

### 6. LOYALTY GIFTS

Ordering 100pv for consecutive months earns loyalty gifts at the following anniversary dates: 3 consecutive months, 6 consecutive months, 9 consecutive months, 12 consecutive months, and annually for every 12 consecutive months after the initial 12 months. Young Living reserves the right to modify the gifts, anniversary dates, and/or the giving of loyalty gifts at its sole discretion and without any prior notice.

### 7. AUTOMATIC PAYMENT

You authorise Young Living to debit your selected payment method to cover your Essential Rewards subscription order, including the ordered products, shipping and handling and GST.

### 8. PAYMENT METHOD

You agree to provide and maintain a valid method of payment on your member account. Valid payment methods include a Visa or MasterCard (along with the card's expiration date) and PayPal.

### 9. PRODUCT AVAILABILITY

Specific products you have chosen to purchase through the Essential Rewards subscription may become unavailable at the time your order processes. In such situations, Young Living will continue to send the remaining items. It is your responsibility to verify that the products in your order are available when shipped by checking the out of stock list in Virtual Office or calling Member Services. You are responsible for maintaining your qualifying PV.

### 10. PRODUCT PRICING

The price of the specific products you have chosen may change due to reformulations, improvements or other reasons. When such price changes occur, Young Living will notify you of any pricing changes and unless directed otherwise, will continue to send the products specified at the new price.

### 11. ORDER CANCELLATIONS AND RETURNS

Products you return because of your failure to update your Essential Rewards subscription order will be charged a 25 percent restocking fee. Cancellation or return of any Essential Rewards subscription order forfeits all unused Essential Rewards points and resets your monthly participation in the program to zero.

### 12. CANCELLATION

To voluntarily cancel your Essential Rewards subscription, simply login to your Virtual Office and click 'Monthly ER Order', then click on 'Cancel ER Subscription', or contact Member Services at the contact information listed above. If you do not cancel yourself or notify Member Services of your request to cancel, your Essential Rewards subscription order will continue to be shipped and your payment method charged. Removing your payment method or all items on the order does not cancel your subscription to the Essential Rewards program. Your subscription to the Essential Rewards program will be involuntarily cancelled without notice if (i) the credit card to which product purchases have been charged expires, is declined, is cancelled, or is otherwise terminated or (ii) PayPal declines. Cancellation for any reason forfeits all unused Essential Rewards points and resets your monthly participation in the program to zero.

### 13. MISCELLANEOUS

The Essential Rewards Subscription Agreement constitutes the entire agreement between you and Young Living and supersedes all prior agreements. No other promises, representations, guarantees, or agreements of any kind will be valid unless in writing and signed by both parties. In the event that any court of competent jurisdiction will declare any portion of the agreement to be invalid, the remainder of the agreement will not be invalidated thereby but will remain in full force and effect.

### 14. SATISFACTION GUARANTEE

10 Business Day Cooling Off Period: Young Living stands behind its products and Business Plan. If you are not satisfied with your purchase for any reason, return the product to your point of sale within 10 business days of purchase to exchange for an equivalent price product, or for a full refund of your purchase price. This Satisfaction Guarantee is in addition to the Young Living 30 days warranty allowing customers to return unused product for a full refund of purchase price, less shipping charges.