



YLPH Holiday Catalog 2024

Frequently Asked Questions

1. Where can I see the Young Living Holiday Sale in my Virtual Office (VO)?

On the Quick Order catalog in VO, a special category called **Holiday Sale 2024** will be created. It will have all the special codes for all Holiday Sale promotional items and bundles, running from October 18, 10AM to October 20, 11:59PM.

2. Can I start adding Young Living Holiday Sale promo items to my cart before 10AM?

All Holiday Sale promo items will be available for carting and for checking out at exactly 10AM.

3. Will the promo follow the regular item codes?

No. Special discount and bundle codes have been created for all Young Living Holiday Sale promos. Make sure you purchase using the promo codes. Otherwise, you will not be able to enjoy the discounts.

4. I accidentally carted and checked out the regular codes. Can my order be manually adjusted to reflect the correct promo prices?

We will turn off on Quick Order the regular codes of the promo items at 9AM. If you are still seeing the regular codes in your VO, please do not cart and check them out. You may refer to the cheat sheet that we will be releasing before the promo starts. It has the complete list of codes with the product/ bundle name as well as the discount scheme.

5. Is there a maximum number of discounted promo items I can purchase?

All Philippines-based members can purchase the promo items on Quick Order (QO) in unlimited quantities from October 18, 10AM to October 20, 11:59PM, or until supplies last.

6. Is there a limit to the number of free items that I can avail of?

Every qualified order (minimum of 190 PV worth of On-The-Ground products on QO in a single receipt) is entitled to a YL Shopping Bag. You can place as many qualified orders/transactions as you want within the promo period to get the free items per order. Note that the free items are on a first come, first served basis and will be on a while stocks last status.



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Example:

- 250 PV QO worth of purchase in a single order = 1 free YL Shopping Bag
- 400 PV QO worth of purchase in a single order = 1 free YL Shopping Bag
- Two (2) separate orders worth 100 PV QO worth of purchase = No freebie
- Two (2) separate orders worth 200 PV QO worth of purchase = 2 free YL Shopping Bags

7. Can I include other products in my 190 PV QO order within the promo period to get the free item?

Yes, you may include other Young Living On-The-Ground products in your Quick Order purchase to meet the minimum of 190 PV in a single order requirement.

8. Can I mix and match BOGO items?

No. The BOGO sets are fixed.

9. Can I use my ER points to pay for my Young Living Holiday Sale orders?

No. The Young Living Holiday Sale promos are available on Quick Order only. You may pay via Card, Dragonpay, or Account Credits (or cash via Experience Center).

10. I placed and paid my orders within the promo duration but there have been payment concerns (e.g., insufficient fund on my debit card, bank declined payment). Can I still avail of my orders?

All orders placed with payment challenges should be settled on or before October 27, 7PM, 7 days from end of promo, through Member Services (see details on FAQ # 17). All unpaid orders beyond the cutoff period will no longer be accommodated for reprocessing.

11. If I process 2 separate orders within the same day, will my orders be consolidated so that I will only pay the shipping fee once?

There will be no consolidation of orders. Each order you place will have a corresponding shipping fee (for delivery). Alternatively, we recommend choosing self-pick up at Baguio or Cebu Pick Up Center (with handling fee) or pick up at Manila or Davao Experience Center (no shipping/handling fee).

12. When can I receive my order?

For orders from Metro Manila and Rizal (selected areas) that are paid on or before 9AM, same day delivery will apply. To learn more, visit: <https://bit.ly/YLPH-Updates>



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13. Will I receive PV gifts for an order worth 250 PV?

Yes. All orders of at least 250 PV during the Young Living Holiday Sale will include the free PV promo items too. The PV items for the month are Spearmint 5ml and Orange 15ml for 250 PV, and Ylang Ylang 15ml for 300 PV.

14. Can inactive members avail of the promo too?

Inactive members are welcome to avail of this promotion. To reactivate, kindly click this link: [Reactivation JotForm](#). Or you may get in touch with Member Services (please see details on FAQ#17).

For faster processing, please prepare your member ID, PIN, sponsor, and enroller information. If account is inactive for less than 24 months, you only need to purchase at least 50 PV order. If account is inactive for more than 24 months, you need to either purchase an Enrollment Set or any products worth at least 100 PV. Account holders should be the one requesting for reactivation via phone call.

15. Can the Young Living Holiday Sale items be part of my reactivating order?

Yes, the Young Living Holiday Sale items you purchased will be considered to reactivate your account.

16. I am not yet a YLPH member, but I want to avail of the Young Living Holiday Sale promos. Can I sign up on October 18 and cart the promo items too?

Yes, sign up with any available enrollment set (Premium Experience Set, Essential Starter Kit, Inner Wellness Set, Specialty Kits, or Customized Enrollment Set). Before checking out, you may add any promo items you prefer.

Holiday Catalog items can be part of your Customized Enrollment Set on Quick Order only.

17. In case I encounter any concerns on my enrollment, reactivation, or my holiday sale purchase, can I reach out to Member Services team?

Yes, you may reach out to our Member Services through the following channels:

Toll-free number 1-800-1118-0022 for Smart/PLDT subscribers.

Toll-free number 1-800-8976-3524 for Globe subscribers.

Chat: https://www.youngliving.com/en_ph

JotForm: <https://linktr.ee/ylphmemberservices>

Chat Support will be open on October 19 (Saturday) and 20 (Sunday) from 10 AM to 7 PM.