



FOR ALL REACTIVATING MEMBERS

PROMO PERIOD: SEPTEMBER 1 TO 30, 2024

## FREQUENTLY ASKED QUESTIONS

### 1. Who can qualify for reactivation free shipping?

All reactivating members\*, whose accounts have already been deactivated in our system. Applicable to PH-based accounts only.

*\*Minimum of 12 consecutive months of no purchase (dropped account).*

### 2. When is the free shipping for reactivating members available?

From September 1-30, 2024. Reactivation must be done within the specified promotion period.

### 3. My last processed order was December 2023, can I avail the free shipping?

No. Though the last purchase was December last year, the account remains active in the next 12 months from last purchase date. Account will drop or be tagged as inactive by January 2025.

### 4. My account is less than 24 months inactive; will I qualify for free shipping?

Yes, if the account is inactive\*, free shipping will apply upon reactivation.

*\*Minimum of 12 consecutive months of no purchase (dropped account).*

### 5. Is there a minimum PV to qualify for free shipping?

Yes, the minimum required purchase is at least 50 PV (on Quick Order or Essential Rewards), which is the minimum PV requirement for reactivation, regardless of how long the account has been inactive.

### 6. I am an enroller and one of my downlines would like to reactivate his/her account. Will his/her reactivation count as a new enrollment so I can qualify for Fast Start Bonus and Starter Kit Bonus?

Only accounts which are inactive\* for 24 months, will be considered/counted as a new enrollment and would qualify for Fast Start Bonus and Sharing Bonus (if any). For an enroller to qualify for the Starter Kit bonus, the enrollee must have purchased a Premium Experience Set (PES).

Any reactivation of inactive account for less than 24 months will not qualify as a new enrollment and will not include any enrollment-related bonuses.

*\*Minimum of 12 consecutive months of no purchase (dropped account).*



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**7. Can a reactivating member avail of the free shipping promo if he/she chooses to pick up his/her reactivation order from any of our pick-up centers?**

Yes, you can avail of the free shipping in the form of waiving the handling fee for pick up by reaching out to any of our Member Services channels.

**8. How can I reactivate my account and make sure the free shipping will apply?**

You may reach out to the following Member Services Channels for assistance:

**Phone Orders & Member Services**

Globe Network Toll-Free: [1-800-8976-3524](tel:1-800-8976-3524)

Smart & PLDT Network Toll-Free: [1-800-1118-0022](tel:1-800-1118-0022)

Monday–Friday: 10:00 a.m. to 7:00 p.m. PST

**Email Support**

Philippines Customer Service

[custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com)

Monday–Sunday: 24 hours

**Chat Support**

[Chat Support for Philippines](#)

Monday–Friday: 10:00 a.m. to 7:00 p.m. PST

**Jotform**

<https://linktr.ee/ylphmemberservices>

Monday–Sunday: 24 hours