

# Rainy Day REWARD

YOUNG LIVING  
ESSENTIAL OILS

FIRST  
1,000  
ORDERS  
ONLY

## *Frequently Asked Questions: Promo Extended*

### **1. How do I qualify for the Gift with Purchase (GWP) promo?**

First 1,000 Young Living Philippine Brand Partners with a minimum of 150 PV order on Loyalty Rewards (LR) or Quick Order (QO) from June 16-25, 2025 will qualify for the FREE YL Umbrella gift.

- All paid On-The-Ground (OTG) purchase on QO and LR with at least 150 PV will qualify.
- Only the first 1,000 paid orders from June 16-25, 2025 will qualify.
- This is a limited-time promotion, available on a first-come, first-served basis until supplies last.

### **2. If I placed a 150 PV LR order, do I qualify also for the 110 PV promo?**

Yes, your order will qualify for both the GWP promo and the 110 PV gift.

### **3. I am a new enrollee or a reactivating\* member enrolled/reactivated on June 16, with 100 PV enrollment purchase on LR, do I qualify for the GWP promo?**

No, the minimum requirement to qualify for the GWP is 150 PV. But if you make your order reach at least 150 PV, then you are eligible to receive the gift (limited to the first 1,000 paid orders only).

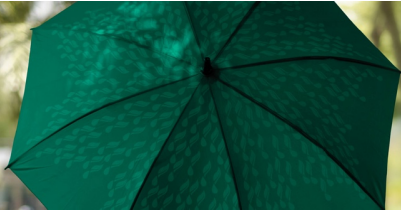
*\*Reactivating members are those who have had no ordering activities for a period of 13 months and have been dropped out of the organization. Reactivations require a minimum of 100 PV purchase in product or starter bundle.*

### **4. Is there a limit to the number of gifts I can receive?**

Yes, only one gift per member account only.

### **5. Until when can I qualify for the promo?**

The promo is available from June 16-25, 2025 to the first 1,000 paid orders only. We recommend placing your order ahead of time to qualify for the promo.



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## 6. When will I receive my gift?

It will be shipped together with your LR or QO order (minimum of 150 PV) following the standard delivery time (excluding Sundays):

- **Metro Manila:** 1 to 3 days
- **Luzon:** 3 to 7 days
- **Visayas and Mindanao:** 4 to 7 days
- **Palawan, Batanes, Benguet, and Sulu:** 14 days

You may also pick up your order with the freebie from the Manila Experience Center, Baguio Pick-Up Center, Cebu Pick-Up Center, or Davao Pick-Up Center.

## HOW TO TOP UP YOUR LR:

### 7. If I placed my LR order from June 1-15, do I qualify for the gift?

Yes, you can still qualify if you place a top-up LR order on June 16-25, 2025.

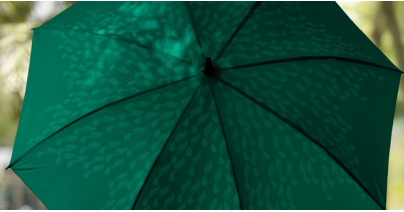
- **For orders 99.99 PV and below:** place a top-up LR order to reach a minimum of 150 PV.
- **For orders 100 PV and above:** place a top-up of 50 PV LR order.

### 8. If I placed a 120 PV LR order from June 1-15, how much should I top up to qualify for the gift?

You need to place a 50 PV LR order as your top-up on June 16-25, 2025.

Other examples:

1 <sup>st</sup> LR Order (LR Order from June 1-15)	How much should I top up to qualify? (LR Order from June 16-25)
50 PV	Complete the 150 PV requirement by topping up with the missing PV: Place a minimum of <b>100 PV</b>
75 PV	Complete the 150 PV requirement by topping up with the missing PV: Place a minimum of <b>75 PV</b>
90 PV	Complete the 150 PV requirement by topping up with the missing PV: Place a minimum of <b>60 PV</b>
100 PV	Place a minimum of <b>50 PV</b>
110 PV	Place a minimum of <b>50 PV</b>
300 PV	Place a minimum of <b>50 PV</b>



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## 9. How do I place my top-up LR order?

You may place your top-up LR order by completing the 2<sup>nd</sup> LR JotForm on June 16-25, 2025: <https://form.jotform.com/250228489703461>

You may also reach out to our Member Services Team to place your top-up order:

- 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](https://www.youngliving.com/en_ph)

## YL UMBRELLA PRODUCT INFORMATION

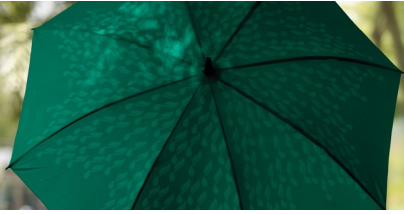
Stay safe, dry and in style with the YL Umbrella—your go-to companion for whatever the weather brings. Designed with a custom Young Living touch, it's sleek, functional, and made to stand out. Rain or shine, this umbrella lets you carry your oiler pride with comfort and confidence wherever you go.

- **Size:**
  - Canopy Arc: 110 cm
  - Coverage Diameter: 98 cm
  - Length: 83 cm
- **UPF50 Fabric:** Blocks harmful rays to keep you protected under the sun.
- **Durable Wind-Resistant Frame:** Made with a fiberglass frame that withstands sudden gusts and winds, and built to last through any season.
- **Wide Canopy:** Generously designed to keep you comfortably covered, rain or shine!

The utmost care has been taken to ensure quality and that our products are free from manufacturing defects. However, if you find issues with your purchase, we would be happy to replace the item or issue a refund.

## WHAT COVERS MANUFACTURING DEFECTS?

1. Faulty opening or closing mechanisms
2. Cracked or broken ribs
3. Torn or damaged canopy
4. Visible discoloration, embedded dirt/black spots



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What is not covered by manufacturing defects? Accidents, misuse, and abuse of the product do not qualify as manufacturing defects and will not be valid for replacement.

To replace a defective product, the item shall be returned to Young Living Philippines **within 15 days from receipt of purchase for a free replacement.**

## RETURN OPTIONS:

- **Experience Center or Pick-Up Center Return:** Members can bring the damaged item to any of our Experience Centers or Pick-Up Centers within 15 days from receipt of purchase for a free replacement.
- **Scheduled Retrieval:** For members with special needs or difficulties in returning the item, we can arrange for a scheduled retrieval. Just reach out to any of our Member Services channels: email, chat, or call.

For product quality and guarantee-related concerns, you may contact us through the following channels and a customer service representative will assist you:

- Toll-Free Hotlines:
  - Globe Network: 1-800-8976-3524
  - Smart & PLDT Network: 1-800-1118-0022
- Live Chat: Visit [https://www.youngliving.com/en\\_ph](https://www.youngliving.com/en_ph) and click the chat button at the bottom of the page.
- Email Support: [custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com)