

## What is Loyalty Rewards?

In Young Living, we give our members the best experience by ensuring that they're never without their must-have Young Living product! Take advantage of the convenience of Loyalty Rewards (LR), our automatic shipment program that delivers your favorite products hassle-free from our door to yours. Plus, you'd get exclusive perks and rewards in the process too!

Enjoy the following by being a Loyalty Rewards Member:

- **Easy Monthly Shipping** – Enjoy the convenience of automatic monthly shipments. Just set up your order and sit back as all your favorite products are sent right to your doorstep month after month.
- **Earn Loyalty Points** – Earn points toward future purchases with every LR order. As your months with the program increase, so do your rewards! You can use Loyalty Points to redeem products for free starting from the 2<sup>nd</sup> month of LR enrollment!
  - 1-3 consecutive months: 10% of each LR order
  - 4-24 consecutive months: 20% of each LR order
  - 25 or more consecutive months: 25% of each LR order
- **Exclusive Loyalty Gifts** – You will also receive exclusive gifts when you consecutively stay in the loyalty program.

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## Frequently Asked Questions

### How do I subscribe to the Loyalty Rewards (LR) program?

You may subscribe to LR in two ways:

1. By going to the LOYALTY REWARDS page in your Virtual Office and click on “Join Now.”
2. Contact the Member Services, provide your application information, and send a signed copy of the Loyalty Rewards Agreement Form (<https://bit.ly/ERAgreementForm>) via email to [custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com).

Failure of submission within 30 days of your LR enrollment will result in the cancellation of your LR membership.

### Member Services Contact Information

Globe Network Toll-Free: 1-800-8976-3524  
Smart & PLDT Network Toll-Free: 1-800-1118-0022  
Live Help: [https://www.youngliving.com/en\\_ph](https://www.youngliving.com/en_ph)  
Email: [custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com)

### Is there a minimum PV for monthly LR subscription order?

Yes. Your monthly LR order to Young Living Philippines must be at least 50 PV to qualify for the Loyalty Points. To qualify for the Loyalty Gifts, a minimum of 100 PV on LR is required.

**Can I change the items in my LR subscription order and still receive all the benefits of the program?**

Yes. It is recommended to finalize any necessary desired changes on the items, shipping information and payment method on your LR order template before 11:30 PM Philippine Time PRIOR to your scheduled processing date, to avoid any order concerns. You may also opt to move your scheduled order dates.

Example: If your LR order template in Virtual Office is set every 30<sup>th</sup> of the month, your order must be updated not later than 11:30 PM of the 29<sup>th</sup>. Otherwise, the previous month's LR order will be automatically delivered.

**Can I customize my LR order every month, or do I have to order the same thing?**

You can change the products you order each month at any time by editing. You may opt to place an order with different products each month, taking into consideration the deadline for updating your LR order template in your Virtual Office, as described above.

**Do I need to place an order every month?**

Yes. The LR program offers great rewards for orders that are processed each month. Loyalty Gifts, maintaining higher reward points, discounted shipping fees, and monthly promotions, are among its many benefits. There are other benefits that are only available for LR members such as incentive trips and other exclusive promos.

**If I want to cancel my subscription to the LR program, can I do so online?**

Yes. You may click on the "Cancel LR Profile" button from your LOYALTY REWARDS page in Virtual Office.

**Do I need to be on LR to receive commissions?**

No. To qualify for commissions, a cumulative order of at least 100 PV either on Quick Order (QO) and/or LR is required. To earn enroller's bonuses, a minimum of 50 PV is required either on QO or LR.

## **LOYALTY GIFTS**

### **How do I earn gifts through the LR program?**

You may qualify for Loyalty Gifts by staying in the LR program and placing monthly LR orders with a minimum of 100 PV. You will start earning Loyalty Gifts starting on your 2<sup>nd</sup> month with LR, 3<sup>rd</sup>, 4<sup>th</sup>, 6<sup>th</sup>, 9<sup>th</sup>, 12<sup>th</sup>, and every additional 12 months of consecutive orders.

### **How will I receive my gifts?**

The Loyalty Gifts will be automatically included with your On-the-Ground (OTG) LR order AFTER the qualifying month, aside from 2<sup>nd</sup> and 4<sup>th</sup> month which would be dropped on that month's order. A minimum of 100 PV is required for your gifts to be AUTOMATICALLY added. If your next LR order after the qualifying month falls below 100 PV, you would need to contact Member Services (MS) prior to your processing date so the gift can be manually added to the month's LR order.

### **How do I qualify for the free Dewdrop Diffuser?**

You qualify for the free Dewdrop Diffuser, by successfully placing a second consecutive LR order of at least 100 PV.

### **Does my second LR order have to be consecutive to earn the free diffuser?**

Yes, your LR orders must be made consecutively to qualify for the free diffuser.

### **Does my diffuser arrive with my second order?**

Yes, we will add the free diffuser to the other items in your second LR order, so they will all arrive in the same shipment.

### **What happens if I don't process an LR order or cancel my LR subscription?**

If you skip 2 or more monthly orders within the rolling 12 months, you will reset to your month 1 LR status. If you unsubscribe to LR, you will reset to month 1 LR status should you choose to reactivate the LR program. You can only earn each loyalty gift one time.

Example: If you have previously earned your 2<sup>nd</sup> and 3<sup>rd</sup> month gifts, you will no longer receive it again even if you go back to regular LR orders again. The next gift you will receive will be the 4<sup>th</sup> month gift, and so on.

\*You will also reset to month 1 on your Loyalty Gift qualification when your LR order goes below 100 PV.

### **What are the Loyalty Gifts I will receive once I qualify for the corresponding LR months?**

- 2<sup>nd</sup> month – Dewdrop Diffuser (No free oil included)
- 3<sup>rd</sup> month – Cedarwood 15ml
- 4<sup>th</sup> month – Discount Voucher worth PHP 300
- 6<sup>th</sup> month – NingXia Red 2pk
- 9<sup>th</sup> month – Peace & Calming 5ml
- 12<sup>th</sup> month – Loyalty 5ml with Satin Bag
- 24<sup>th</sup> month – Loyalty 5ml with Satin Bag
- 36<sup>th</sup> month – Loyalty 5ml with Satin Bag
- 48<sup>th</sup> month – Loyalty 5ml with Satin Bag
- etc.

### **Can I use the Discount Voucher for any type of order?**

Yes, you can use the Discount Voucher to your Quick Order, Loyalty Rewards Order, Loyalty Points Redemption Order, or Enrollment Orders.

### **Can other people use my acquired Discount Voucher?**

Yes, the Discount Voucher can be given to any Young Living member or new enrollee.

### **How long can I use my Discount Voucher valid for?**

The Discount Voucher expires 6 months after you receive it.

### **How many times can I use the Discount Voucher?**

The Discount Voucher can only be used once.

### **Can I use the Discount Voucher in multiple orders?**

No. The Discount Voucher can only be used in one (1) or single order only.

### **How many Discount Vouchers can I use in a transaction?**

Only one (1) Discount Voucher can be used per transaction.

### **I have LR order from Not for Resale (NFR) purchases; can I still qualify for the Philippine Loyalty Gift program?**

Yes, LR members must still maintain the 100 PV minimum purchase in one order from NFR to qualify for the program. Purchases cannot be combined between NFR and On-the-Ground (OTG) orders.

### **If I have deactivated my NFR LR account before, can I still reactivate it and keep both NFR LR and OTG LR accounts?**

Yes, you can reactivate your account to keep both NFR LR and OTG LR accounts.

NOTE: By activating your NFR LR account, you have access to U.S. promotions.

### **How do I earn my Loyalty Gifts while having access to both NFR LR and OTG LR accounts?**

You can still qualify for the Loyalty Gifts if you purchase a minimum of 100 PV on either NFR LR or OTG LR. However, purchases between NFR LR and OTG LR order cannot be combined.

Example: If you purchased a 100 PV NFR LR order in June and purchased a 100 PV OTG LR in July, this will count as 2 qualified LR months.

### **When do I receive my Loyalty Gifts?**

Your corresponding Loyalty Gift for 3<sup>rd</sup>, 4<sup>th</sup>, 6<sup>th</sup>, 9<sup>th</sup>, 12<sup>th</sup>, etc. will be shipped along with your next OTG LR order.

While the Loyalty Gift 2<sup>nd</sup> and 4<sup>th</sup> month, will be shipped along with that month's OTG order.

Example: If you've qualified for loyalty gift/s from NFR LR orders, your Loyalty Gift/s will only be shipped along with your next OTG LR order.

## **LOYALTY REWARDS POINTS**

### **How many points do I earn for my LR order?**

A minimum of 50 PV LR purchase is required to earn points. You will receive points based on a percentage of your PV for each LR order. The percentage you receive depends on how many months you have consecutively placed LR orders. There is no limit to the number of points you can earn in a month.

- 1-3 consecutive months: 10% of each LR order PV
- 4-24 consecutive months: 20% of each LR order PV
- 25 or more consecutive months: 25% of each LR order PV

### **What products are redeemable with Loyalty Points?**

Any product with purple flag next to the PV value in the standard order screen can be redeemed with Loyalty Points. Please note that not all products are redeemable and is subject to availability.

### **How do I redeem my Loyalty Points?**

You may redeem your Loyalty Points by going to the LOYALTY REWARDS page in your Virtual Office, go to the “Rewards Points” tab, then click on “Shop to Redeem Points Now” button. Kindly contact Member Services if you need further assistance.

### **How many points can I redeem each month?**

You can redeem up to 375 points each month against OTG or NFR products.

### **Do Loyalty Points orders count toward my consecutive month LR orders?**

No. Points redemption orders are processed separately as LR Order, does not have any PV, and does not count towards your monthly LR order.

### **If I cancel my enrollment in LR, do I lose my points?**

If you choose to cancel your enrollment in the LR program, you forfeit all your unused LR points. You may cancel your LR account using the cancellation button in the Virtual Office, or by contacting MS. Your monthly participation in the LR program, if resumed, you will accumulate points again at the 10% level.

### **Do I retain points earned for returned products?**

No. You forfeit any previously earned points on returned products.

### **How soon can I redeem points that I earn?**

If Loyalty Points are credited and can be seen in your Virtual office, you can use it to redeem products. You can start redeeming points after your first LR order\*.

\*Provided there is an LR order placed within the last 30 days.

### **When redeeming Loyalty Points, do I go by the amount or the PV?**

When redeeming points, use the PV amount rather than the value. For example, if you have 50 points, you can redeem them for any product with a PV value up to 50 points. Loyalty Points can only be redeemed against the full PV values. Not all products are eligible, and items purchased with Loyalty Points are not returnable.

### **Do my points expire?**

Yes. Unused points expire on a 12-month rolling basis, meaning they expire 12 months from when they were earned. You can monitor your points expiration via your Rewards Points page in your VO prior to every 15<sup>th</sup> of the month.

### **Is a grace month still offered?**

Members will not be able to select this option online and must call and request it through MS, prior to their processing date. If a member misses two or more LR orders within a rolling 12 months, the Loyalty Gift qualification will reset. Any previously earned Loyalty Gifts will not be available upon re-qualification. The members will also begin accumulating points again at the 10% level.

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### **What happens if the items on my LR template go out of stock?**

LR orders will continue processing and remove any out-of-stock items, which will lower the PV total on the order. Therefore, we encourage the use of a PV Assistant to ensure PV goals are met.

### **What will happen if my LR account goes inactive?**

When you skip your monthly orders or have unsettled failed payments on your LR order for 3 or more consecutive months, the system will automatically cancel your LR subscription without prior notification, and any unused rewards points will be forfeited. If you choose to reactivate your LR, you will reset to month 1 of LR status and restart earning points at 10% level.

**For more additional questions and clarifications, please contact Member Services.**

Open from Monday to Friday (10AM to 7PM):

Globe Network Toll-Free: 1-800-8976-3524

Smart & PLDT Network Toll-Free: 1-800-1118-0022

Live Help: [https://www.youngliving.com/en\\_PH](https://www.youngliving.com/en_PH)

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

Express Help Form – <https://bit.ly/YLPH-ExpressHelp>

## DISCOUNT VOUCHER TERMS AND CONDITIONS

1. This voucher is valid within 6 months upon receipt.
2. This voucher can be used in your Quick Order, Loyalty Rewards Order, Loyalty Points Redemption Order, or New Enrollment Order through Virtual Office, Experience Center, or through Member Services. Make sure to present actual voucher when asked or needed.
3. This voucher can only be used once.
4. This voucher is transferrable but not replaceable. Do not share if not intended.
5. Young Living Philippines is not responsible for lost vouchers. No replacement will be given for lost vouchers.
6. This voucher is not convertible to cash. Change will not be given for transactions less than the face value of the voucher.
7. Voucher code must be
8. For inquiries, you may contact Member Services.

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