



Frequently Asked Questions

1. How do I qualify for the Surprise Stash, Travel Must-Haves promo?

First 1,000 Young Living Philippine Brand Partners with a minimum of 150 PV order on Loyalty Rewards (LR) or Quick Order (QO) starting from March 13, 2025 will qualify for the gift.

- All paid On-The-Ground (OTG) purchase on Quick Order (QO) and Loyalty Rewards (LR) with at least 150 PV will qualify.
- Only first 1,000 paid orders from March 13, 2025 will qualify.
- This is a limited promotion, on a first-come, first-served basis, and only until supplies last.

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

Yes, your order will qualify for the Surprise Stash, Travel Must-Haves promo and for the 110 PV gift of Stress Away 5ml.

3. I am a new enrollee or a reactivating* member and enrolled/reactivated on March 13, with 100 PV enrollment set on LR, do I qualify for the Surprise Stash, Travel Must-Haves promo?

No, the minimum requirement to qualify for the Surprise Stash, Travel Must-Haves promo is 150 PV. But if you make your order reach at least 150 PV, then you will receive the gift.

**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 a 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 starting March 13, 2025 for the first 1,000 paid orders only. We recommend placing your order ahead of time to qualify for the promo.

6. When will I receive my gift?

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

- **Metro Manila:** 1 day
- **Luzon:** 3 to 5 days
- **Visayas and Mindanao:** 5 to 7 days
- **Palawan, Batanes, Benguet, and Sulu:** 7 to 14 days

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

HOW TO TOP UP YOUR LR:

7. If I placed my QO order from March 1-12 and top up on March 13, do I qualify for the gift?

No, the top up option is only for LR orders. If you want to qualify with a QO purchase, you must reach 150 PV.

8. If I placed my LR order from March 1-12, do I qualify for the gift?

Yes, you can still qualify if you place a LR top up order starting March 13, 2025.

- **For orders 149,999 PV and below:** Place a top up LR order to reach a minimum of 150 PV.
- **For orders 150 PV and above:** Place a minimum of 50 PV top up LR order.

9. If I placed a 120 PV LR purchase from March 1-12, how much should I top up to qualify for the gift?

You need to place at least 30 PV LR purchase starting March 13, 2025, to meet the 150 PV purchase requirement.



Other examples:

1 st LR Order LR Order from March 1-12	How much should I top up to qualify? LR Order starting March 13
50 PV	Place a minimum of 100 PV
100 PV	Place a minimum of 50 PV
110 PV	Place a minimum of 40 PV
140 - 149.999 PV	Complete the requirement by topping up with the missing PV: 150 PV – 149.90 PV = 0.10 PV required top up 150 PV – 145.90 PV = 4.10 PV required top up

10. I made a 150 PV and above LR purchase from March 1-12, 2025, how much should I top up to claim the OAW gift?

You need to place at least 50 PV LR purchase starting March 13, 2025 in to qualify for the gift.

Examples:

1 st LR Order LR Order from March 1-12	How much should I top up to qualify? LR Order starting March 13
150 PV	Place a minimum of 50 PV
190 PV	Place a minimum of 50 PV
300 PV	Place a minimum of 50 PV

11. How do I place my top up LR order?

You may place your top up LR order by completing the 2nd LR JotForm starting March 13, 2025: <https://form.jotform.com/250228489703461>

You may also reach out to our Member Services Team to place your 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