

OIL UP & Cool Down

Promo Period: May 3 to 7, 2025
or until supplies last only

Gift Retail Value: ₱899



YOUNG LIVING
ESSENTIAL OILS

**FIRST
1,000
ORDERS
ONLY**

Frequently Asked Questions

1. How do I qualify for the Oil Up & Cool Down 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 May 3-7, 2025 will qualify for the 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 May 3-7, 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 Oil Up & Cool Down promo and the 110 PV promo gift of 2pcs R.C. 15ml.

3. I am a new enrollee or a reactivating* member enrolled/reactivated on May 3, with 100 PV enrollment purchase on LR, do I qualify for the Oil Up & Cool Down promo?

No, the minimum requirement to qualify for the Oil Up & Cool Down promo 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 a product or starter bundle.*

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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 May 3-7, 2025 to 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 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.

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HOW TO TOP UP YOUR LR:

7. If I placed my LR order from May 1-2, do I qualify for the gift?

Yes, you can still qualify if you place a top-up LR order on May 3-7, 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:** no need to top up, you will automatically receive the Mini Mist Fan following the above delivery lead times.

8. If I placed a 120 PV LR order from May 1-2, how much should I top up to qualify for the gift?

You need to place at least 30 PV LR order on May 3-7, 2025 to meet the 150 PV minimum purchase requirement.

Other examples:

1 st LR Order (LR Order from May 1-2)	How much should I top up to qualify? (LR Order from May 3-7)
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 minimum top-up 150 PV – 145.90 PV = 4.10 PV minimum top-up

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9. I made a 150 PV and above LR purchase from May 1-2, 2025, how much should I top up to claim the gift?

There is no need to top up as you have met the purchase requirement already. You will automatically receive the Mini Mist Fan following the regular delivery lead times.

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

You may place your top-up LR order by completing the 2nd LR JotForm starting May 3, 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

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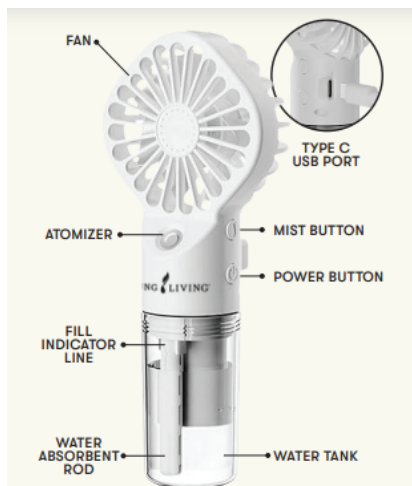
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MINI MIST FAN PRODUCT INFORMATION:

Stay cool and refreshed wherever you go! This portable, rechargeable fan features a built-in misting function to help you beat the heat with a gentle breeze and a light mist. Simply fill the water tank and enjoy instant cooling comfort.



Product Features:

- **Size:** 160mm H x 68mm D
- **Battery:** Powered by 18650 - 3.7V rechargeable battery
- **Rechargeable:** Includes Type C USB cord (adaptor/plug not included)
- **Lightweight:** Weighs only 140g, perfect for on-the-go use
- **Adjustable Fan Speed:** 4-speed settings with simple button control

HOW TO USE:

1. **Power On:** Long press the power button to turn on. Short press to adjust fan speed.
2. **Mist Function:** Fill with water up to the fill indicator line. Long press the mist button to activate.
3. **Charging:** A red light will indicate charging. The light turns off when fully charged.

Child Safety: Recommended for children over 10 years old; younger children should be supervised.

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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. Power function issues
2. Misting function issues
3. Visible discoloration, embedded dirt/black spots

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.

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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 and click the chat button at the bottom of the page.
- Email Support: custserv.ph@youngliving.com