

Twice the Vibe Promo

All promo sales are considered final.

Frequently Asked Questions

1. Where can I see the Twice the Vibe Promo in my Virtual Office?

A special category called **Twice the Vibe** will be created. It will have all the special item codes for the products on promotion, running from February 6 at 10:00 AM to February 28 at 11:59 PM.

2. Can I start adding promo items to my cart before 10:00 AM?

All promo items will be available at 10:00 AM.

Note: Some items will appear first than the others. If you can see the items, feel free to add them to your cart.

3. Will the promo follow the regular item codes?

No. Special discount and bundle codes have been created for all Twice the Vibe promos. Make sure you purchase using the special codes. Otherwise, you will not be able to enjoy the discounts.

4. I accidentally carted and checked out the regular codes. Can my order be manually adjusted to reflect the correct promo prices?

Regular codes for Lavender 15ml, Lemon 15ml, Peppermint 15ml, and Thieves 15ml will be turned off at 9:00 AM. If you are still seeing the regular codes in your VO, please do not cart and check them out.

The regular code for BLOOM Collagen Complete will not be turned off. Please be mindful of the item that you are adding to your cart.

We will be releasing the promo poster ahead of the promo period start date, which includes the codes and product/bundle discount scheme.

5. Is there a maximum number of discounted promo items I can purchase?

Yes, certain promo items will have a purchase limit. All YLPH Philippine-based Brand Partners can purchase the promo items from February 6 to 28, 2026 on Loyalty Rewards and Quick Order within the following purchase limit:

LIMIT TO 5 PER MEMBER ACCOUNT

- Buy Lavender 15ml, Get Lavender 5ml FREE
- Buy Lemon 15ml, Get Lemon 5ml FREE
- Buy Peppermint 15ml, Get Peppermint 5ml FREE
- Buy Thieves 15ml, Get Thieves 5ml FREE

NO PURCHASE LIMIT

- Buy 1 Box BLOOM Collagen Complete, Get 2nd Box at 50% OFF (Expiry date: April 2027)
- Buy 6 Boxes BLOOM Collagen Complete for the PRICE OF 4 (Expiry date: October 2026)

6. Can I mix and match BOGO items?

No. The BOGO sets are fixed.

7. Can I use my LR points to pay for my orders from the Twice the Vibe promo?

No. You may pay via Card, Dragonpay, or Account Credits (or cash via Experience Center).

8. I placed and paid my orders within the promo duration but there have been payment concerns (e.g. insufficient fund on my debit card, bank declined payment, etc.). Can I still avail of my orders?

All orders placed with payment challenges should be settled on or before March 5, 7:00 PM through Member Services. All unpaid orders beyond the cutoff period will no longer be accommodated for reprocessing.

9. If I process 2 separate orders within the same day, will my orders be consolidated so that I will only pay the shipping fee once?

There will be no consolidation of orders. Each order you place will have a corresponding shipping fee, for home delivery. Alternatively, we recommend

choosing self- pick up at the Manila Experience Center or at the Cebu and Davao Pick-Up Centers.

10. When will I receive my order?

PAID Orders will be shipped following the standard order delivery lead times:

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

You may also choose to pick up your orders at the Manila Experience Center, Cebu Pick-Up Center, or Davao Pick-Up Center.

11. Will I qualify for the PV gifts if I purchase from the promo items?

Yes. If your purchase reaches the promotional PV tier, you will receive the PV gifts.

ON LOYALTY REWARDS

- At 120 PV: Grapefruit 15ml and Orange 15ml
- At 200 PV: Patchouli 15ml, Bergamot 15ml, Grapefruit 15ml, and Orange 15ml
- At 350 PV: Feelings Kit, Patchouli 15ml, Bergamot 15ml, Grapefruit 15ml, and Orange 15ml

ON QUICK ORDER

- At 200 PV: Patchouli 15ml and Bergamot 15ml
- At 350 PV: Feelings Kit, Patchouli 15ml, and Bergamot 15ml

12. Can inactive members avail of the promo?

Yes. Inactive members are welcome to avail of this promotion. To reactivate, you may get in touch with Member Services or fill up the [Reactivation JotForm](#).

For faster processing, please prepare your member ID, PIN, sponsor, and enroller information. Reactivating members need to purchase at least 100 PV to reactivate their accounts. Account holders should be the one requesting for reactivation via phone call.

13. Can the items under Twice the Vibe be part of my reactivating order?

Yes. All promo items that you have purchased under Twice the Vibe will be considered to reactivate your account.

14. I am not yet a YLPH member, but I want to avail of the Twice the Vibe promo. Can I sign up on February 6 and cart the promo items?

Yes. You may sign up with any of the Premium Experience Sets. Before checking out, you may add any promo items you prefer.

You may also choose to enroll with a Customized Enrollment Order and select items under Twice the Vibe promos as part of your enrollment order. Note that this is available on Quick Order only.

15. Can I exchange the BLOOM Collagen Complete I ordered from the Twice the Vibe promo to a newer lot with a later expiry date?

Please take note that the BLOOM Collagen Complete included in the Twice the Vibe promo comes from designated batches with the following expiry dates:

- Buy 1 Box BLOOM Collagen Complete, Get 2nd Box at 50% OFF
(Expiry date: April 2027)
- Buy 6 Boxes BLOOM Collagen Complete for the PRICE OF 4
(Expiry date: October 2026)

As these are specially allocated promo batches, exchanges for a newer lot or later expiry date are not allowed. All promotional sales are considered final.

16. In case I encounter any concerns on my enrollment, reactivation, or my Twice the Vibe promo purchase, can I reach out to Member Services?

Yes, you may reach out to our Member Services team through the following channels:

- 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
- JotForm: <https://linktr.ee/ylphmemberservices>