

Essential Rewards FAQ

1. General

1.1. What is Essential Rewards (ER/Autoship)?

A monthly order that would be processed automatically on a specific date of each month.

1.2. What are the benefits of Essential Rewards?

Time-saving – your order will be processed automatically every month (and even shipped to your door)

Great rewards – earn Rewards Points to redeem free Young Living products

Flexible – terminate anytime and re-join again in the future

1.3. How can I sign up for Essential Rewards?

Log in to Virtual Office and Click “Essential Rewards” on the left column.

A monthly processing date of your ER order will then be set up. Your ER order will be processed automatically each month on the chosen date.

2. ER Order

2.1. How much do I need to spend on my ER order each month?

Minimum 50 PV per month

2.2. I want to become a new member and join the ER program. Can I add Starter Kits into my first ER order?

No. New members will not be able to add Starter Kits (including Basic Starter Kit and Premium Starter Kit) into the first ER Order. Starter Kits must be purchased as a Standard (non-ER) order.

2.3. Can I join Essential Rewards in both Taiwan and US?

Yes. As a Taiwan member, you can join both the Taiwan (OTG) Essential Rewards and US (NFR, not-for-resale) Essential Rewards.

The NFR order platform is a way for you to order NFR items for personal use, but is not associated with Young Living Taiwan. Please contact the Taiwan NFR Division at the US office at TaiwanNotForResale@youngliving.com for any issues regarding the NFR ER Program.

Taiwan and NFR Essential Rewards Programs run SEPARATELY. Young Living Taiwan Customer Service Team can only assist you with Taiwan (OTG) Essential Rewards. If you need assistance on the US (NFR) Essential Rewards, please email to TaiwanNotForResale@youngliving.com.

2.4. How many times can I process my ER order each month?

Once a month only (for each market).

2.5. Do I receive the same products each month?

If you make no changes to your ER template (which means the ER shopping cart items), you will receive the same products as last month. In other words, the products you receive for ER orders would be changed ONLY if you make changes to your ER template prior to the scheduled processing date. (We recommend that you update your shopping cart at least 2 business days prior to the next processing date)

2.6. How do I pay for my Essential Rewards order?

Visa and Master Card (AMEX and other payment methods are not accepted for Taiwan ER orders)

2.7. Can I return my Essential Rewards order?



Cancellation or return of any Essential Rewards order forfeits all unused Essential Rewards credits and resets the monthly participation in the program to zero.

An additional 25% restocking fee will apply due to member's failure to update his or her autoship template before the processing date.

3. Earning Gifts

3.1. How do I earn gifts through the Essential Reward program?

When you automatically place consecutive Essential Reward orders, you can earn exclusive gifts*. You'll qualify for these gifts when you place consecutive Essential Rewards orders for 3, 6, 9, 12, 24, and 36 months. After 36 months, you'll receive gifts after every 12 months of consecutive orders.

- 3 consecutive months: Pre-selected essential oil x 1
- 6 consecutive months: Pre-selected essential oil x 1
- 9 consecutive months: Pre-selected essential oil x 1
- 12 consecutive months: Exclusive Loyalty Blend
- ER Anniversary (24 months and then annually): Exclusive Blend created annually

*The gift members get depends on the stock status. Selection of gift is not available.

**If you skip an ER order, you will start your qualification count (including gift qualification) from the beginning.

3.2. How will I receive my gift?

The gift will automatically be added to your next OTG Essential Rewards order. E.g. If you have joined ER program for 3 consecutive months; and you are processing an OTG ER order in the 4th month, the gift will be added to that OTG ER order. (if you are processing an NFR ER order in the 4th month, you will not receive the gift in that order. You will get the gift once you process the next OTG ER order.)

3.3. If I earn a gift and then don't process an order, can I re-earn that gift?

No, you may only earn each gift one time. For example, you might earn the 3 month gift and later cancel your Essential Rewards orders. If you start Essential Rewards again, the next gift you'll be eligible for will be the 6 month gift, not a second 3 month gift. If you cancel your Essential Rewards order the month after you've earned a gift, the gift will come with your next processed Essential Rewards order should you choose to reactivate in the program.

3.4. If I already have an active Essential Rewards order processing monthly, how do I receive my gift?

We will begin tracking members' consecutive Essential Rewards orders starting September 2016, including those who maintained active Essential Rewards orders prior to this time. This means that September is the first month for everyone to begin qualifying for Essential Rewards gifts for consecutive orders. Once a member achieves the threshold to receive a gift, it will be delivered with the next processed Essential Reward order.

3.5. What happens if a gift is out of stock?

If a gift is out of stock, a substitute will be made for another product of similar value chosen by Young Living.

4. **Changing ER Template and Processing Date**

4.1. How can I change my ER template?

Log in to Virtual Office, click “Essential Rewards”, edit your template at least 2 days before your processing date. Remember to click “Save Monthly Order” after making the changes.

4.2. How can I change the processing date of my Essential Rewards?

Log in to Virtual Office, click “Essential Rewards”, and then click "Change Processing Date" to edit the date. Please make the changes at least 2 days before your original processing date. Click “Change Day” after making changes.

If any specific date is not available for you to choose, it may mean that the quota of that date is already full. Our Customer Service Team could neither choose that date for you. Please choose another available date instead.

4.3. Can I make changes to my ER order after the processing date?

There is a 25% restocking/handling fee (due to member’s failure to update his or her ER template before the processing date) for any changes or cancellations if your order has been processed automatically. Therefore, we encourage you to update your ER template at least 2 days before the processing date.

Cancellation or return of any Essential Rewards order forfeits all unused Essential Rewards credits and resets the monthly participation in the program to zero.

5. **Earning Points**

5.1. How many points do I earn for my Essential Rewards order?

You will receive points based on a percentage of your PV for each Essential Rewards order. The percentage you receive depends on how many months you have consecutively placed Essential Rewards orders.

1–3 months: 10 percent of each Essential Rewards order

4–24 months: 20 percent of each Essential Rewards order

25+ months: 25 percent of each Essential Rewards order

If you skip an ER order, you will start your qualification count (including gift qualification) from the beginning.

5.2. How do I know which percentage I’m earning points at after the change in September 2016?

All members who have previously processed consecutive Essential Rewards orders will earn points in the new system based on how many consecutive ER orders they placed prior to September 1. For example, a member who has processed 18 consecutive Essential Rewards orders will be at the 20 percent level. An individual who has processed 28 consecutive Essential Rewards orders will begin at the 25 percent level.

5.3. Do I retain points earned for returned products?

No. You will forfeit any points earned on products that you later return.

6. **Redeeming Points**

6.1. Where can I check my remaining Rewards Points?

Log in to Virtual Office. You will find “Rewards Points Balance” on the left side of the home page.

1 reward point has the same value as 1 PV.

6.2. When will I be allowed to redeem my rewards points?

You could redeem your rewards points if you placed ER orders in recent 2 months; and

your previous ER order was placed in the last 30 days

6.3. How many Rewards Points could be used for redemption each month?

You can redeem up to 350 Rewards Points per month.

6.4. How can I use my Rewards Points?

Log in to Virtual Office, click "Essential Rewards", and then click "Rewards Points" on the side bar. Click "Shop to Redeem Points Now", and select the products you would like to redeem. On the payment page, select "Rewards Points" as your payment method.

6.5. When is the expiry date of my Rewards Points?

Your Rewards Points will be expired after 12 months of the date you earn the points.

E.g. If you earn 10 points on February 2016, 10 points will be expired on January 2017.

6.6. When redeeming my points, do I go by the dollar amount or the PV amount in the price list?

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

7. Terminating ER Program

7.1. How can I terminate my Taiwan Essential Rewards?

You could submit the termination request to Taiwan@youngliving.com or contact us at +886-2-77474850 at least 5 business days prior to the next processing date.

Please note that when you terminate your participation in the Taiwan Essential Rewards Program, you will forfeit any unused Taiwan Essential Rewards points immediately.

If you would like to terminate your NFR ER, please submit your termination request to TaiwanNotForResale@youngliving.com.

7.2. Can I resume my Essential Rewards after termination?

Yes. You may re-join the ER Program any time. Your monthly participation in the program, if resumed, starts over at the 10-percent tier.

8. Loyalty Gift

8.1. How will I receive my gift?

The gift will be added automatically to the next processed OTG (on the ground) Essential Rewards order. For example, if a member reaches his or her third month in November, the gift for the third month will be added to the Essential Rewards order in December.

8.2. If I earn a gift and then don't process an order, can I re-earn that gift?

No. You may only earn each gift one time. For example, you might earn the three-month gift and later cancel your Essential Rewards orders. If you start Essential Rewards again, the next gift you'll be eligible for will be the six-month gift, not a second three-month gift. If you cancel your Essential Rewards order the month after you've earned a gift, the gift will come with your next processed OTG Essential Rewards order, should you choose to reactivate in the program.

8.3. If I already have an active Essential Rewards order processing monthly, how do I receive my gift?

We began tracking members' consecutive Essential Rewards orders starting in September 2016, including the orders of those who maintained active Essential Rewards orders prior to that time. This means that September was the first month for everyone to begin qualifying for Essential



Rewards gifts for consecutive orders. Once a member achieves the threshold to receive a gift, it will be delivered with the next processed Essential Rewards order.

8.4. Am I still able to switch between OTG and NFR markets and qualify?

In international markets, members will qualify for the Essential Rewards gifts as long they maintain the required monthly PV consecutively, regardless of the international market in which the order is placed. Loyalty gifts will ship only with OTG-processed ER orders.

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