



UP

FAQS

DECEMBER 2019

**Q. WHAT IS LEVEL UP?**

A. Level Up is a monthly program that rewards Young Living business builders. Members are awarded prizes for upgrading from retail, reactivating, or enrolling two members and helping those same members place a qualifying order of 100 PV or more on Essential Rewards (ER) in the same month. This can be done in one order if both requirements are met.

Double up with Level Up! Members can earn an additional incentive if they personally enroll, reactivate, or upgrade retail accounts to wholesale for four members and help those same four new enrollees place a qualifying ER order of 100 PV or more in the same month.

**Q. WHAT CAN I WIN WITH LEVEL UP?**

A. Incentive prizes vary from month to month. In December, Level Up qualifiers will receive a free YL-branded jade roller. Members who qualify for Double Up will receive a 5 ml bottle of Melissa essential oil in addition to the jade roller.

**Q. WHAT DOES DOUBLE UP MEAN IN THE CONTEXT OF LEVEL UP?**

A. Double Up means that you help four new members place qualifying orders in Level Up, instead of two. There are additional prizes for members who double up.

**Q. HOW LONG WILL THE PROMOTION RUN?**

A. December's Level Up will run from Sunday, December 1, at 12 midnight until Tuesday, December 31, at 11:59 p.m., MT. Level Up continues from month to month; however, the prizes and incentives change within the promotional period.

**Q. WHICH YOUNG LIVING MARKETS CAN PARTICIPATE IN THIS PROMOTION?**

A. Level Up is open to active U.S. Young Living members who are in good standing with Young Living during the promotional period, are 18 years of age or older at the time of the incentive, and have a primary billing address (listed on their member account) and proof of citizenship in the United States of America. Members in NFR markets are not eligible to participate, and the promotion is void where prohibited. Active members are members who have purchased at least 50 PV from Young Living in the last 12 months and signed the Young Living Member Agreement.

**Q. CAN INTERNATIONAL ENROLLMENTS QUALIFY FOR LEVEL UP OR DOUBLE UP?**

A. Qualifying enrollments must have addresses located in the U.S. or an unopened NFR market. Qualifying APO/FPO addresses will qualify.

**Q. WHICH CUSTOMER OR RANK TYPES CAN PARTICIPATE IN THIS PROMOTION?**

A. Members of any rank can participate in this promotion.

**Q. CAN NFR MEMBERS OR CUSTOMERS PARTICIPATE IN THIS PROMOTION?**

A. NFR members or customers cannot earn Level Up or Double Up prizes.

**Q. CAN QUALIFYING PURCHASES FROM NEW NFR MEMBERS HELP ME EARN THE LEVEL UP OR DOUBLE UP PRIZES?**

A. You can enroll, reactivate, or upgrade from retail to wholesale NFR members from **unopened NFR markets** and have them place a qualifying Essential Rewards order to qualify for Level Up and Double Up prizes.

**Q. CAN PROFESSIONAL ACCOUNT CUSTOMERS PARTICIPATE IN THIS PROMOTION?**

A. Professional Account customers cannot participate in this promotion.

**Q. HOW DO I EARN THE LEVEL UP AND DOUBLE UP PRIZES?**

A. You can earn the Level Up incentive by personally upgrading, reactivating, or enrolling two members and getting those same members to place a qualifying Essential Rewards order of 100 PV or more in the same month.

**Q. CAN CANADIAN MEMBERS QUALIFY FOR U.S. LEVEL UP?**

A. Enrolling members in Canada, an open market, will not qualify U.S. members for U.S. Level Up or Double Up prizes. Canadian members can qualify for the prizes associated with Canada's Level Up program by enrolling Canadian members.

**Q. WHO IS CONSIDERED A REACTIVATED MEMBER FOR LEVEL UP?**

A. A reactivated member must have had their account dropped for inactivity (not placing an order of 50 PV or more in the past 13 months or longer).

**Q. IF A NEW MEMBER DOES NOT PURCHASE A PREMIUM STARTER KIT ON ESSENTIAL REWARDS, CAN I STILL QUALIFY FOR LEVEL UP?**

A. Yes. If a new enrollee does not purchase a Premium Starter Kit on Essential Rewards, they can still qualify. They must place an Essential Rewards order of 100 PV or more in the same month.

**Q. DO NEW MEMBERS HAVE TO PLACE TWO ORDERS TO QUALIFY ME FOR LEVEL UP?**

A. New members do not need to place two orders for you to qualify for Level Up. New enrollees can purchase a Premium Starter Kit on Essential Rewards to meet all qualifying requirements for Level Up (minimum 100 PV order on ER).

**Q. CAN I PURCHASE THE DECEMBER INCENTIVE OR PRIZE?**

A. The exclusive YL-branded jade roller is only available to members who qualify with December's Level Up program. 5 ml bottle of Melissa essential oil is available for purchase.

**Q. DO I HAVE TO BE LISTED AS THE ENROLLER FOR QUALIFIED PURCHASES MADE BY NEW AND REACTIVATED MEMBERS?**

A. In order to qualify for Level Up, personally enrolled members must make qualified purchases on Essential Rewards at a minimum order of 100 PV.

**Q. IF MY NEW MEMBER USES A VOUCHER TO DISCOUNT THEIR ENROLLMENT ORDER, WILL THEIR QUALIFIED PURCHASE STILL COUNT TOWARD NOVEMBER'S LEVEL UP?**

A. The use of a voucher will still enable the member to participate in December's Level Up, provided they place an order of 100 PV or more on Essential Rewards, as a voucher does not discount the PV of an order.

**Q. CAN MY NEW MEMBER STILL PURCHASE A PREMIUM STARTER KIT FOR ME TO QUALIFY?**

A. New members can still purchase a PSK for you to qualify, as long as the order is placed on Essential Rewards.

**Q. IS THERE A LIMIT ON THE PRIZES THAT CAN BE EARNED?**

A. Qualifying members can earn promotional products once per month. Participants can earn a maximum of one YL-branded Jade Roller and one 5 ml bottle of Melissa essential oil.

**Q. AFTER QUALIFYING FOR LEVEL UP, WHAT'S NEXT?**

A. Qualifying participants will have their promotional gifts shipped after the first two weeks of the following month, on their next Essential Rewards Order OR One Time Order, whichever processes first.

**Q. WILL I NEED TO PLACE A SECOND ORDER IN DECEMBER TO GET MY PRIZE?**

A. No, you will not need to place a second order in your qualifying month, but please be aware that your item or items will ship on your next order in the following month.