



## 2020 DECEMBER'S PV PROMO FAQ

**Q. How long will the promotion run?**

A. The promotion will run from December 1, 2020, at 12 midnight, MT, to December 31, 2020, at 11:59 p.m., MT.

**Q. Which Young Living markets can participate in this promotion?**

A. Young Living's U.S. and U.S. Spanish markets can participate in this promotion. NFR markets can participate in this promotion with the exception of free shipping. Free shipping is available to Guam and Puerto Rico.

**Q. Which customer or rank types can participate in this promotion?**

A. All members and ranks can participate in this promotion.

**Q. Can Professional Account customers participate in this promotion?**

A. No, Professional Accounts cannot participate in this promotion.

**Q. Will this promotion affect products not included in the promotion?**

A. No, this promotion will not affect other products.

**Q. Will this promotion result in limits on other Young Living products?**

A. No, this promotion will not result in limits on other Young Living products.

**Q. Are there any ordering limitations?**

A. Members can qualify for PV promotion items once through Shop and once through Essential Rewards.

**Q. Will this promotion impact Essential Rewards orders?**

A. Members will receive exclusive Essential Rewards PV promo items if they place a qualifying order.

**Q. Can members use Essential Rewards points for this promotion?**

A. No, members cannot use Essential Rewards points for this promotion.

**Q. Are any products included in December's PV promotion considered a dangerous good?**

A. Yes, Northern Lights Black Spruce 5 ml and Frankincense 15 ml are considered dangerous goods.

**Q. What happens if the Mini Travel Passive Diffuser runs out of stock?**

A. If the Mini Travel Passive Diffuser runs out of stock, we'll replace it with 30 ER points.

**Q. What happened to the 100 PV ER tier?**

A. The 100 PV ER tier is replaced with free shipping.

**Q. What are the qualifications for free shipping?**

A. Place as many 100+ PV ER or Shop orders as you desire, and we'll give you free shipping every time.