



MEMBER OR CUSTOMER FAQs

Q. What is enrollment free shipping?

A. Enrollment free shipping is a promotion available only to new enrollees. Free shipping is being offered with the purchase of a Basic Starter Kit or a Premium Starter Kit, as long as the first enrollment order reaches 100 PV.

Q. How long will the promotion run?

A. Enrollment free shipping will run from Monday, January 18, 2020, at 10 a.m., MT, until January 31, 2020, at 11:59 p.m., MT.

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

A. Enrollment free shipping 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 who have a primary billing address (listed on their member account) and proof of citizenship in the United States of America.

Q. Which customer types can participate in this promotion?

A. Newly enrolling U.S. members can participate in this promotion. Free shipping will not be available for reactivating distributors or upgraded retail to wholesale accounts.

Q. Is there a monetary limit on the order being placed?

A. You must place a minimum order of 100 PV to qualify for free shipping on your first enrollment order. There is no maximum order amount to qualify for free shipping.

Q. Is there a weight limit on the order to receive free shipping?

A. No. There is no weight limit in place to receive free shipping on your first enrollment order.

Q. Can I place multiple orders and receive free shipping?

A. You can qualify for free shipping on your first enrollment order. You will not receive free shipping on subsequent orders, even if the orders are placed in January.

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

A. Only members in the U.S. market can participate in this promotion.

Q. Can NFR customers participate in this promotion?

A. No. NFR customers cannot participate in this promotion.

Q. Can Professional Account customers participate in this promotion?

A. No. Professional Account customers cannot participate in this promotion.

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

A. No other limits will be placed as a result of this promotion.

Q. Are there any ordering limitations?

A. You must reach 100 PV in a single Young Living order to qualify.

Q. Will this promotion be available for Essential Rewards orders?

A. Enrollment orders are eligible for free shipping. If you choose to enroll with a 100 PV order on Essential Rewards, you will qualify for free shipping on that single Essential Rewards order.

Q. Do new enrollees get free shipping for their first 30 days?

A. No. New enrollees get free shipping on their first order, provided it is ordered within the promotional period.

Q. What level of shipping will I receive?

A. The order will be shipped standard ground shipping.

Q. Can I upgrade my shipping and pay additional costs?

A. No. There is no option to upgrade from the free ground shipping method.

Q. If I placed an order yesterday, can I call and cancel and replace the order to get free shipping?

A. No. We cannot cancel an order from the previous day to include free ground shipping.

Q. If I return part or all of my order will I be charged for original shipping?

A. If you return product from your initial enrollment order, such that the order is under 100 PV, shipping rates may be charged and deducted from a return amount.

Q. If I enrolled before this promotion started and I was charged shipping, what should I do?

A. If you enrolled prior to January 18, 2020, or after January 31, 2020, you do not qualify for free shipping on your initial enrollment order.

Q. I forgot to add some things to my order, but I already got free shipping. Can I add to my order and still get free shipping?

A. If your order has not yet processed, we can update your order and help you qualify for free shipping. Please be aware that if your order has already processed, we cannot offer free shipping for additional orders after enrollment.

Q. What if an item goes out of stock, putting me under 100 PV? Will I be charged for shipping?

A. As this is an enrollment order, you will be aware of products that are in stock. For this reason, any enrollment order under 100 PV will be charged for shipping.

Q. What if I order the NingXia Starter Kit and have to upgrade my shipping due to freezing, will I be compensated for my shipping?

A. No. You will not be compensated for shipping if you choose to upgrade your order. The only qualifying shipping method is ground shipping.

Q. Can I order a Military Starter Kit and still get free shipping?

A. No. You will not qualify for free shipping, as the qualified shipping method is ground shipping.

Q. Does my 100 PV order have to be on Essential Rewards?

A. No. You can earn free shipping by placing a 100 PV order on either Essential Rewards or a one-time order (Quick Order).

Q. Are any states excluded from this enrollment promotion?

A. Yes. Alaska and Hawaii are ineligible due to the standard shipping method. Instead, they will be reimbursed for shipping after the promotion period ends.

EMPLOYEE FAQs

Q. If someone asks about enrollment free shipping, how should I respond?

A. We ask that employees do not bring up enrollment free shipping with members until the official announcement on January 18.

Q. Who can I contact for questions regarding this promotion?

A. Please contact Haley Bates for any questions about this announcement. If she does not respond in a timely manner, please contact Andrew Armstrong.