



FAQS

JUNE 2020

Q. WHAT CAN I WIN WITH LEVEL UP?

A. Incentive prizes vary from month to month. In June, Level Up qualifiers will receive for free a Carrot Seed, 5 ml; Cypress, 15 ml; Geranium, 5 ml; Stress Away™, 5 ml; Grapefruit, 15 ml; Lemongrass, 15 ml; Lime, 15 ml; and Tangerine, 15 ml. Members who qualify for Double Up will receive an Aroma Essential Oil Backpack in addition to the Carrot Seed, Cypress, Geranium, Stress Away, Grapefruit, Lemongrass, Lime, and Tangerine.

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. June's Level Up will run from Monday, June 1, at 12 midnight, MT, until Tuesday, June 30, 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 JUNE INCENTIVES OR PRIZES?

A. The exclusive Aroma Essential Oil Backpack and Stress Away™ 5 ml are available only to members who qualify for June's Double Up program. The Carrot Seed 5 ml, Cypress 15 ml, Geranium 5 ml, Grapefruit 15 ml, Lemongrass 15 ml, Lime 15 ml, and Tangerine 15 ml are 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, you need to be listed as the enroller and your enrollees must make qualified purchases on Essential Rewards at a minimum order of 100 PV.

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 Carrot Seed 5 ml, Cypress 15 ml, Geranium 5 ml, Stress Away 5 ml, Grapefruit 15 ml, Lemongrass 15 ml, Lime 15 ml, and Tangerine 15 ml. Participants can earn a maximum of one Aroma Essential Oil Backpack.

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

A. Qualifying participants will have their promotional product shipped during July on their following order, starting after the first two weeks of the month. Members should make sure their address is up to date in their Virtual Office.

Q. WILL I NEED TO PLACE AN ORDER IN JULY TO GET MY PRIZE?

A. Yes. To receive your prize, simply place an Essential Rewards order and your prize will ship with your July order once our Level Up qualifiers are determined. If you aren't signed up on Essential Rewards, we'll ship your items separately in July.