

BUILDING YOUR BUSINESS WITH INTEGRITY

POLICIES AND PROCEDURES 3.13.1

We believe that everyone, everywhere should have access to the life-changing power of Young Living essential oils. To help make this possible, Young Living offers the shipment of products that are not for resale (NFR) to countries where Young Living is not officially registered, provided we have legal permission. To see a list of countries or markets where Young Living is registered, please visit YoungLiving.com

International ordering

Members may order products or services directly from Young Living by following these guidelines:

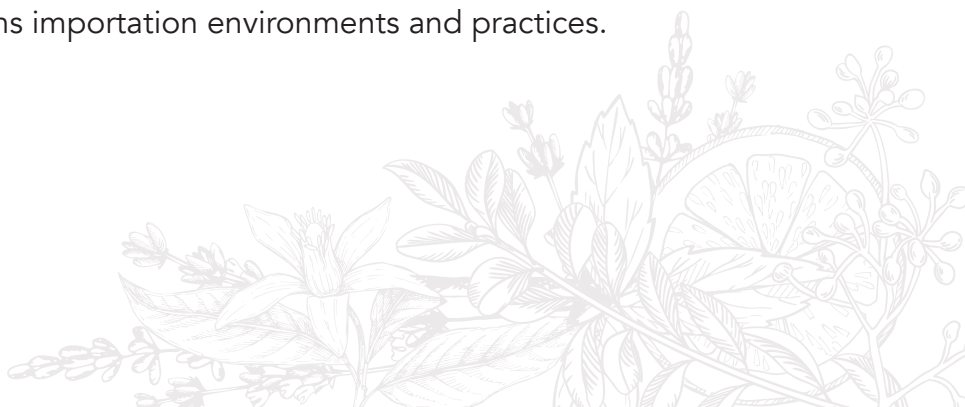
- Members can order up to a three-month supply of Young Living products for two individuals per month.
- Members can order products for personal use and for family members living under the same roof.
- Members residing in markets that are officially open for Young Living business can order NFR products not available in their market from the United States.
- Orders may be placed via web, phone, fax, email, or mail. Payment will be transacted in U.S. dollars.
- Individuals residing in any of the countries where Young Living is not officially registered and wanting to order NFR products must sign up under the U.S. enrollment form.

International shipping

Members who purchase international products will be shipped through an international carrier from the U.S.; the carrier may vary by location.

Please read the following international shipping information:

- NFR orders may be traceable while en route.
- If imported products are delayed at customs, the member will be considered the importer of record and will be responsible for obtaining any products stopped at customs.
- Each country has different customs importation environments and practices.



- Duties and other import taxes may be applicable to member purchases. The member will be responsible for any such costs.
- All members who import products on an NFR basis are responsible for knowing the importation and customs laws of the relevant country.
- Young Living will not be responsible for any penalties associated with the violation of this policy.

International returns

Please read the following information if you are returning any international orders:

- Returns must be sent to the U.S. office.
- Return shipping fees are to be paid by the member unless otherwise permitted by Young Living.
- To initiate the return process, the member must obtain a Return Merchandise Authorization (RMA).
- Young Living will provide a confirmation number and the appropriate return address for the product.
- The credit exchange or replacement for the return will be processed once it is received at the Young Living location, unless otherwise permitted by Young Living.

Can I resell or advertise NFR products?

To protect Young Living and its products, please do not resell or advertise purchased NFR products. This includes selling or advertising on social media, in person, via email, online marketplaces, and/or any other location where products may be sold or advertised.

