

New Shopping Platform FAQ

Q. What is changing with the Young Living website?

A. We are transitioning to a cloud-based, scalable e-commerce website. Expect a fresh rebrand, robust promotion capabilities, simplified and intuitive account management, and enhanced shopping tools.

Our favorite improvement? Once everyone is completely transitioned over to the new shopping platform, instead of managing orders in your Virtual Office, you will log in to our new Account Manager. From there, you'll be able to modify your subscriptions, update your payment information, change your password, and more!

Q. When will the new shopping platform launch?

A. We are accelerating the launch of the new online shopping platform to support a positive shopping experience. In the coming weeks, we will finish building, testing, and retesting the new website to ensure that everything is functional. Beginning the second week of December, we'll start migrating members to the new website by rank. Crown Diamonds and above will move to the new shopping platform first on December 7, Stars and above on December 14, and distributors and remaining members on December 21. All existing members will be on the new site by the end of the year.

Q. Will new enrollments be added to the new shopping platform?

A. No, new enrollments will be the last group to migrate to the new shopping platform. We anticipate their move will take place in the first quarter of 2021.

Q. Are all markets transitioning to the new shopping platform?

A. At this time, only the U.S. market will be transitioning to the new shopping platform. All other markets are scheduled to transition in 2021.

Q. Why will it take so long to switch to the new site?

A. Millions of members will need to be transitioned to the site, including each of their order histories, account information, payment information, contact information, and subscriptions. We want to take the time to do it right.

Q. If the new shopping platform is based on the cloud, will members' contact information be protected?

A. Yes, we have taken all safety precautions necessary and vetted our new shopping platform partner to protect and safeguard the information you have entrusted with us.