



AND



ENDING FAQ

Q. WHICH YOUNG LIVING MARKETS ARE AFFECTED BY THIS ANNOUNCEMENT?

A. The U.S. market is affected by the discontinuation of YL Go and YL Go+.

Q. WHICH CUSTOMER OR RANK TYPES ARE AFFECTED BY THIS ANNOUNCEMENT?

A. All customer and rank types are affected by this change.

Q. WILL THIS ANNOUNCEMENT AFFECT ANY PRODUCTS?

A. Yes, it will affect our YL Go and YL Go+ shipping subscriptions, which are ending.

Q. WILL THIS ANNOUNCEMENT AFFECT CURRENT POLICIES AND PROCEDURES?

A. No, this announcement will not affect any Young Living policies or procedures.

Q. WILL THIS ANNOUNCEMENT AFFECT ORDERING?

A. No, the end of YL Go and YL Go+ won't impact ordering.

Q. WILL THIS ANNOUNCEMENT AFFECT ANY YOUNG LIVING EVENTS?

A. No, the end of YL Go and YL Go+ won't affect any Young Living events.

Q. WILL THIS ANNOUNCEMENT AFFECT ANY YOUNG LIVING WEBSITES?

A. Yes, all of Young Living's websites will be impacted by the end of YL Go and YL Go+.

Q. WHY ARE YL GO AND YL GO+ GOING AWAY?

A. We're retiring YL GO and YL Go+ to pave the way for a free shipping program. We know a lot of people have loved taking advantage of the fast and free shipping offered by YL Go and YL Go+, and we think our customers and business builders will love our new program even more!

Q. WHAT IS THE LAST DAY TO REDEEM MY SHIPPING CREDITS?

A. The last day to redeem shipping credits is August 31.

Q. DOES THE AUGUST 31 DEADLINE TO REDEEM SHIPPING CREDITS APPLY TO ALL RANKS?

A. Yes, we encourage all ranks to redeem their shipping credits by August 31 for fast and free shipping.

Q. HOW IS THE CREDIT AMOUNT CALCULATED?

A. Accounts will be credited the amount paid for each unused shipping credit. For example, if you subscribed to a year of YL Go and paid \$59 for 13 shipping credits, you would receive a product credit of \$4.53 for each unused shipping credit. YL Go+ credits are worth \$3.58 each.

Q. WHEN WILL I FIND OUT MORE ABOUT THE NEW SHIPPING PROGRAM?

A. We are still ironing out the final details, but we will have more information for you very soon! We appreciate your patience in the meantime.