

# PUBLIC HEALTH ORDER FAQ

**Q. What is the current status of Young Living business operations in Utah?**

A. The health and safety of our employees, members, and partners is our highest priority at Young Living. We've taken decisive steps to protect our employees around the world. One of these steps is to follow sound guidance from public health authorities and ask employees to work from home for the near future. For areas of our business with functions that cannot be done remotely, we're strategically staggering shifts to create space between people to reduce potential exposure—both for employees and members of the public. This includes our farms, warehouses, and shipping operations. Globally, you can also count on the support you need from your market Member Services teams.

**Q. How will this affect product shipping?**

A. Young Living is experiencing an extremely high order volume, which has led to some temporary processing and shipping delays. During this time, we will be processing orders in the order which they were received, regardless of the shipping speed selected at checkout. This may result in a longer-than-usual processing time for your shipment, and we are currently 7–10 days behind in processing all orders.

**Q. I ordered using a YLGo+ credit. Will my shipping still be expedited?**

A. Yes. Your order will be placed in the general processing queue, but once your order is processed, the shipping method you selected will be used.

**Q. I paid for expedited shipping. Will you still honor that?**

A. Absolutely. Once your order reaches the front of the processing queue, the shipping method you selected will be used.

**Q. I've been informed that my items are on backorder. Will I be sent to the back of the processing queue?**

A. No. Your order will be prioritized based on when it was received, and you will not be sent to the back of the processing queue. Our hardworking operations employees are committed to getting Young Living's pure and powerful products to you as quickly as possible. Thank you for your patience and understanding during this time.

**Q. Is Will Call at GHQ and the Spanish Fork Distribution Center remaining open?**

A. We'll still offer product pickup at our Global Headquarters in Lehi, Utah, and at our warehouse in Spanish Fork, Utah. We've implemented a new process that will allow members and employees to reduce any possible exposure to the virus. The physical product pickup area will be closed. However, members who have placed an order online or through Member Services can contact Will Call in advance and have their order delivered curbside.

**Q. How long will these orders be in place?**

A. We will continue to monitor the COVID-19 situation and will respond based on the advice of governments, public health authorities, and medical professionals. For up-to-date information, please visit [https://www.youngliving.com/en\\_US/company/corona-virus](https://www.youngliving.com/en_US/company/corona-virus)