

EXCITING NEWS!!!

The Young Living Africa Experience Center will be a collection point ONLY effective from Monday the 25th of January until further notice.

1. Collection times will be from **Monday to Friday** from **08h30 to 18h30**.
2. We will NOT be processing ANY orders from the Experience Centre or Member Services upon collection.
3. Members placing 1 to 5 orders at a time will need to place orders 24hrs in advance – this will exclude Saturdays and Sundays.
4. For any members/ couriers collecting more than 10 orders at a time, orders need to be placed 48 hours in advance – this will exclude Saturdays and Sundays.
5. Members will be capped at a **maximum of 10 orders** for collection at ONE time.
6. Members can book collections on an online booking system by following the link: <https://booksy.com/en-za/>
Follow the steps below: -
 - *Download Booksy App from Google Play Store*
 - *Search for Young Living*
 - *If Making a Collection for 1 Order Click "Lavender Room"*
 - *Put in your Order number in the slot where it says, "Leave A Note".*
 - *If Making a collection for 2 - 5 Orders, Click "Peppermint Room."*
 - *Put in your Order numbers in the slot where it says, "Leave A Note".*
 - *If Making a collection for 5 - 10 Orders, Click "Tea-tree Room."*
 - *Member to input Order number, Member ID, Vehicle registration and contact number in the slot where it says "Leave A Note"*
7. We will require the member ID, order number, vehicle registration number and contact number and name when collection dates and times are booked.
8. Members/ couriers need to phone from their cars in the Young Living Parking Lot and orders will be brought out to Members and placed in the boot of their cars for a complete contactless handover. No Members will be allowed inside the Experience Centre at any time.
9. The dedicated contact number to call is: **010 020 9917**. **We will advise the dedicated mobile phone number for calls and messages as soon as this has been put in place.**
10. Please allow for a 15-minute waiting period during peak times.
11. Orders will be double checked and signed by staff.
12. Members need to verify their orders and advise on any discrepancies within 48hrs.
13. Any orders that are not collected within **5 business days** from placing the order will be shipped out to Members and the standard courier charges will be billed to the member's account.

To ensure that we meet service levels and delivery times, we need to implement the following procedures: -

- **Any ER orders to be processed for Experience Center collections** - *Members will have to phone Member Services to process the ER order manually 24 hours prior to the collection date. ER orders will not automatically process for the Experience center.*
- **Cancellation process** – *orders will not be cancelled once a packing slip has been printed at the Experience Center or at our Logistics Company. This is imperative to avoid delays in order processing to all members.*

Best Regards

Young Living Africa