

# ESSENTIAL REWARDS AGREEMENT

This agreement is optional for Preferred Customers and distributors, Distributors are not required to participate in the Essential Rewards program to join the Young Living Compensation Plan or to fully participate in the Young Living Compensation Plan.

This Essential Rewards Agreement is between you, the undersigned Applicant, and Young Living Africa (Pty) Ltd ("Young Living"). By signing this agreement, you agree to the following:

#### 1. Enrollment

You may enroll in the Essential Rewards program online at <a href="www.youngliving.com">www.youngliving.com</a> or by contacting the Member Services Department using the contact information listed below. If you enroll over the phone, you must send a copy of this agreement to Member Services within 30 days of your enrollment. Failure to do so may result in the cancellation of your Essential Rewards membership and this agreement.

#### **Member Services**

Address:

Ground floor located at Building 6 Clearwater Office Park, Corner Christiaan De Wet and Rooibok Street,

Strubens Valley, Roodepoort, 1724

Phone: +27 10 020 9900

E-mail: africasupport@youngliving.com

# 2. Monthly Ordering

You agree to place a minimum order having a PV (personal volume) amount of at least of 50 PV in Young Living products to be sent to you or a Young Living Will Call location for pickup each month. Essential Rewards orders will replace and automatically cancel any existing monthly order placed on your account. The products that you select in a monthly Essential Rewards order will continue to be sent to you at the address listed every subsequent month unless and until you make changes to your product selection via the Young Living Virtual Office, at YoungLiving.com/VO, or by calling Member Services. Each monthly order will be processed on the day of the month you specify, specifically a day between the 1st and 25th day of the month. You may change the processing date in Virtual Office or by calling Member Services.

# 3. Reduced Shipping

Essential Rewards members get reduced shipping rates. Current Essential Rewards order shipping prices are maintained on the Virtual Office at YoungLiving.com/VO. Shipping rates and discounts are subject to change without notice.

# 4. Essential Rewards Points

Each month in which you purchase at least 50 PV of product via the Essential Rewards program, you will receive Essential Rewards points (herein "Points"). Points are awarded based on the amount of PV of your Essential

Rewards order and the number of months that you have consecutively participated in the Essential Rewards program, based on the following schedule:

- 1. During the first three consecutive months of participation: 10% of Essential Rewards order's PV
- 2. Between the 4th and 24th consecutive months of participation: 20% of Essential Rewards order's PV
- 3. After twenty-four consecutive months: 25% of Essential Rewards order's PV

Young Living, in its sole discretion, reserves the right to modify the point calculation schedule without notice and for any reason. A current version of the point calculation schedule is posted on the Young Living Virtual Office.

# 5. Grace Month

A grace month may be declared if, in a single month, you miss placing an order or if your order's PV falls below 50 PV. Only one grace month is available in a consecutive twelve-month period. In the month following a grace month, members can begin accumulating points at the same rate as before if they once again place Essential Rewards orders of at least 50 PV. This grace period applies only to Essential Rewards and not to commissions paid under the Young Living Compensation Plan. If a member misses another month after the grace month, the points are not forfeited but the member's earning percentage reverts to the prior point earning percentage based on the previous number of consecutive months.

# 6. Redeeming Points

Points are redeemable after two consecutive months of participation and are valid toward full PV products only. Points are generally equal to one wholesale dollar and may not be used toward shipping and taxes. While there is no limit to the number of points that can be earned on a monthly basis, a maximum of 375 points may be redeemed per month. Products purchased with Essential Rewards points are not eligible for personal or organizational volume. Points may be redeemed by contacting Member Services. Products purchased with Essential Rewards points are not eligible for return or refund.

# 7. Loyalty Gifts

Ordering for consecutive months may earn loyalty gifts at the following anniversary dates: 3 consecutive months, 6 consecutive months, 9 consecutive months, 12 consecutive months, and annually for every 12 consecutive months after the initial 12 months. Young Living reserves the right to modify the gifts, anniversary dates, and/or the giving of loyalty gifts at its sole discretion and without any prior notice.

# 8. Automatic Payment

You authorize Young Living to debit your selected payment method to cover your Essential Rewards order, including the ordered products, shipping and handling, and VAT tax.

# **Payment Method**

You agree to provide and maintain a valid method of payment on your member account. Valid payment methods include a Visa, MasterCard.

# 9. Product Availability

Specific products you have chosen to purchase through the Essential Rewards program may become unavailable. In such situations, Young Living will attempt to notify you of the change and will continue to send the remaining items. It is your responsibility to verify that the products in your order are available when shipped. You are responsible for maintaining your qualifying PV.

# 10. Product Pricing

The price of the specific products you have chosen may change due to reformulations, improvements, or other reasons. When such price changes occur, Young Living will notify you of any pricing changes and, unless directed otherwise, will continue to send the products specified at the new price.

# 11. Order Cancellations and Returns

Products you returned because of your failure to update your Essential Rewards order will be charged a 25% restocking fee. Cancellation or return

of any Essential Rewards order forfeits all unused Essential Rewards points and resets your monthly participation in the program to zero.

# 12. Cancellation

To voluntarily cancel your Essential Rewards enrollment, you must contact Member Services at the contact information listed above. If you do not notify Member Services, your Essential Rewards order will continue to be shipped and your payment method charged. Your participation in the Essential Rewards program will be involuntarily cancelled without notice if (i) the credit card to which product purchases have been charged expires, is declined, is cancelled, or (ii) is otherwise terminated. Cancellation for any reason forfeits all unused Essential Rewards points and resets your monthly participation in the program to zero.

# 13. Miscellaneous

The Essential Rewards Agreement constitutes the entire agreement between you and Young Living and supersedes all prior agreements, and no other promises, representations, guarantees, or agreements of any kind will be valid unless in writing and signed by both parties. In the event that any court of competent jurisdiction will declare any portion of the agreement to be invalid, the remainder of the agreement will not be invalidated thereby but will remain in full force and effect.

□ I understand and agree that by entering into this agreement and enrolling in the Essential Rewards program, I will receive and be charged for an automated, monthly product order (which I can customize) during each month of my program membership.