



All-member

Essential Guide



Here you will find information to solve questions and concerns,
as well as how to contact us in any situation. This Essential
Guide will help to enhance your service experience.





Young Living Mexico Departments

Member Services

Operations

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Conduct



MEMBER SERVICES

The Member Services department provides general assistance to all members through its Call Center, where our agents can clarify your doubts, questions, or general inquiries, such as the following:

- Support to new enrollments.
- Regular and Essential Rewards Orders creation and questions.
- Refunds; agents are able to start the refund process.
- Commission doubts and inquiries
- Invoicing doubts and inquiries
- Silver support line: service to Silver members.

Department	Service Hours	Contact
Call Center	Monday - Saturday 9:00 a 22:00 hrs.	55 4742 6441 servicio@youngliving.com.mx
Enrollments	Monday - Saturday 9:00 a 22:00 hrs.	Option 1 55 4742 6441
Orders	Monday - Saturday 09:00 a 22:00 hrs.	Option 2 55 4742 6441
Refunds	Monday - Saturday 09:00 a 22:00 hrs.	55 4742 6441
Payments	Monday - Friday 09:00 a 18:00 hrs.	paymentsmx@youngliving.com
Comissions (Questions & Inquiries)	Monday - Friday 09:00 a 18:00 hrs.	Option 3 55 4742 6441 comisiones@youngliving.com.mx
Invoicing	Monday - Friday 09:00 a 18:00 hrs.	55 4742 6441 facturaciónmx@youngliving.com.mx
Silver Line (Agent: Pedro Juárez)	Monday - Saturday 10:00 a 19:00 hrs.	Option 4 55 4742 6441 platasmx@youngliving.com.mx
Experience Center	Monday: 09:00 a 18:00 hrs. Saturday: 10:00 a 14:00 hrs.	centrodeexperiencia@youngliving.com.mx



OPERATIONS



Operations department is responsible for product availability and order shipping nationwide.

Main Roles:

- Product availability
- Imports (transport and customs)
- Planning, warehousing, and inventory control
- Order processing (fulfilling and packing)
- Order shipping and delivery

Order processing and shipping timelines:

- 1) Order placing and payment
- 2) Order data transmission to warehouse (logistics operator)
- 3) Automatic order preparation in the warehouse (fulfill and pack)

Regular order preparation timelines from the date of payment:

Express: 1 - 2 business days

Ground: 2-4 business days

These timelines vary according to the volume of transferred orders and depend on inventory availability in the warehouse.



Courier tracking number (Estafeta Mexicana) is listed in the Virtual Office once the order is prepared and shipped.

4) Order Shipping through courier

Regular delivery timelines from the date of shipping:

Express: 1 - 2 business days

Ground: 1 - 6 business days

Total delivery timelines (order processing + shipping)

Regular delivery timelines from the day of payment:

Express: 2 - 4 business days

Ground: 3 - 10 business days



Delivery frequency

In the following link you can check the shipping frequency, if it has home delivery, express delivery (next day), among other information.

<https://www.estafeta.com/Herramientas/Frecuencias-de-entrega>

Please use zip code **54769** as the zip code of origin.

What problems could come up with the delivery of your order?

- Delivery delay
- Damage in one or more products
- Missing products
- Delivery of products different from the purchased ones
- Shipment has a "general delivery" status in an Estafeta Mexicana office
- Shipment shows as delivered, but you have not received it
- The order was returned to the warehouse

In the event of an incident with your order, please contact Call Center or a Leadership executive.



FINANCE



Finance team will help you with order payments, bonus, and billing information. They can provide you with information, assistance, and support with any related information.

Treasury:

Ensure the payment of your orders with the advice, support, and security of a professional team:

- Support with payments in Virtual Office
- Advice on rejected and/or pending status payments
- Information on payment references for self-service shops as Oxxo and the major Banks

✉ **Contact:** paymentsmx@youngliving.com

Commissions:

- Validation and update of tax information (RFC, Tax System, and CURP)
- Information and requirement regarding bonus payments
- Information, change, and/or update of payment method
- Counseling and advice on any matter related to your bonus payments.

✉ **Contact:** comisiones@youngliving.com.mx



Invoicing:



For a proper compliance with all applicable tax provisions; the issuance of electronic invoices (CFDI's) is in accordance with the tax system registered in the company as follows:

- Personas Morales - Régimen General de Ley (Corporations): For all purchases
- Personas Físicas - Actividad Empresarial (Individuals - Occupation Tax): For all purchases
- Personas Físicas - Asimilables a salarios (Individuals - Professional fees): Request expressed by the individual

✉ **Contact:** facturacionmx@youngliving.com

Invoices issued by our system are automatically generated according to the recorded data at the time you, the account holder, enrolled. Once we receive your request, we will proceed to issue your invoice, which will be sent to you within 1 to 3 working days.

PLEASE CONSIDER: It is not necessary to request an invoice for each purchase made when the specification in point number one is fulfilled, this to provide you with an effective service.



SALES



Sales department, where all strategies and actions are put together, is headed by three regional managers who assist and provide their services to each region of the country.

Sales Manager - Northern Region:

Carlos Melendez

✉ cmelendez@youngliving.com

📞 81123 09559

Sales Manager - Western Region:

Javier Rosas

✉ frosas@youngliving.com

📞 33141 10300

Sales Manager - Central and Southern Region:

Adriana Méndez

✉ amendez@youngliving.com

📞 56183 52629

In addition, Mexico's Leadership belongs to this department, which is responsible for providing special assistance to Gold and above Leaders:

Mexico's Leadership Coordination: Gloria Uchuya

✉ liderazgomexico@youngliving.com

🕒 Service Hours: Monday - Friday de 09:00 a 18:00 hrs.



Experience Center for product purchasing and member training center:

📍 Río Rhin 88 C.P. 06500, Col. Cuauhtémoc, Del. Cuauhtémoc, CDMX

Duty holder: Jesús García

✉ centrodeexperiencia@youngliving.com.mx

🕒 Service Hours: Monday - Friday de 09:00 a 18:00 hrs.

Mexico Recognition:

This area provides general information about all recognition programs, as well as global and local incentives created for all Mexican market members.

- Questions and rules & regulations about recognition programs and incentives (Contests, Recognition Trips, Retreats and National Camps)
- Silver Bound, Bridge to Gold and Elite Express gifts shipping status.
- Rank up lapel pin and certificate shipping status.
- Loyalty Rewards

✉ recognitionmexico@youngliving.com



COMUNICACION



Through our communication channels, we will share with you the latest news about Young Living Mexico.

Official Social Media

📱 /YoungLivingMexicoOfficial

📷 @YoungLivingMexico

🌐 www.youngliving.com/es_MX

📖 www.youngliving.com/blog/latam

✉ **Contact:** ylmexico@youngliving.com

EVENTS

This team is responsible for events held by Young Living Mexico, you can contact Events team for information regarding to:

- Young Living Mexico corporate events (questions and/or registration issues)
- Young Living Mexico retreats & camps
- Leadership event order issues

✉ **Contact:** eventosmexico@youngliving.com

- Cumbre LATAM: (registration questions and/or problems)

✉ **Contact:** cumbrelatam@youngliving.com



CONDUCT



The purpose of the Mexico's Conduct Success department is to educate, inspire, and promote good practices and principles regarding our global policies and procedures, our local rules, and all applicable laws and regulations. Contact us to learn more about how to build your business in a transparent and responsible way or send an email if you have a report with doubts or a violation.

✉ **Contact:** conductlatam@youngliving.com



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For ordering, visit youngliving.com/MX
or call 55 4742 6441