

NEW NFR POLICY FAQ

NFR 計劃新政策 — 常見問題

QS: Why does Young Living make changes for the NFR Policy?

ANS: The goals of the policy changes are to simplify the Essential Rewards program as well as to align the Essential Rewards program among international markets. This policy will gradually roll out in international markets. Hong Kong, as the largest Asia Pacific market is the first to roll out the policy change.

QS: What are the benefits for members for the New NFR Policy?

ANS: The new policy allows you to easily manage the monthly Essential Rewards, it also reduces the need to switch back and forth Essential Rewards or the confusion to contact the Hong Kong Customer Service and the Hong Kong NFR Division at US office. Moreover, the new changes will provide you better service and encourage the participation of ER over time.

QS: If I only have the OTG (on-the-ground) Essential Rewards template on file, will I be affected by the policy update of NFR (not-for-resale) Essential Rewards?

ANS: NO. You will not be affected.

QS: If I have BOTH OTG Essential Rewards template and NFR Essential Rewards template on file, will I be affected by the new NFR Policy change?

ANS: YES. The NFR Essential Rewards template will be automatically removed effective Sunday, 1 October 2017. You would not be able to join the NFR ER again. To keep your unused Essential Rewards points and qualification count for the Rewards Point Accumulation Percentage and Loyalty Gift, please make sure to continue running your OTG Essential Rewards order from 1 October.

QS: If I only have the NFR Essential Rewards template on file, will I be affected by the new NFR Policy change?

ANS: YES. Please set up the OTG Essential Rewards template and run the OTG Essential Rewards order before 1 October. Otherwise, you will forfeit all your unused Essential Rewards points. Moreover, your qualification count for the Rewards Point Accumulation Percentage and Loyalty Gift will start from the beginning. No further notice will be sent to members and no compensation will be offered for any loss to members who failed to set up and run the OTG Essential Rewards template before 1 October.

QS: How to redeem free products?

ANS: To meet the rule of Essential Rewards redemption, you have to fulfill OTG Essential Rewards orders in recent 2 months and your previous OTG Essential Rewards order should be placed in the last 30 days. You can redeem up to 350 Rewards Points per month. Young Living Hong Kong only allows Hong Kong members and Macau members for free product redemption.

QS: Can I order NFR (not-for-resale) products?

ANS: YES. You can order NFR products by placing any NFR Standard orders via virtual Office, **OR** contact Hong Kong NFR team at HKNotForResale@youngliving.com. For limited-time promotion, there will be Fedex discounted shipping for Hong Kong members' NFR Standard Orders between October 1 - December 31, 2017.

QS: Can I redeem NFR (not-for-resale) products using Essential Rewards points?

ANS: YES. You may redeem any Not-for-Resale(NFR) products at full shipping.

QS: Will I get the US PV promotion gifts if my NFR Standard order has reached the PV promotion requirement on or after 1 October 2017?

ANS: NO. All US advertised promotion gifts will no longer be available nor added to your NFR Standard Orders starting 1 October 2017, and no other compensation will be offered.

QS: If I have previously qualified for the US promotion gifts before 1 October, will I be affected by the NFR policy change?

ANS: Hong Kong members who have previously qualified for the US promotion gifts before 1 October will still get the promotion gifts. If the promotion gifts US provided are available for sale in Hong Kong, these members will get the equivalent Promotion Points in return. Points will be added to member's account within 1-2 months.

QS: Is this change only affecting Hong Kong?

ANS: As the largest Asia Pacific market, Hong Kong is the first market to implement the policy change. Similar policy change will be rolled out to other international markets gradually in the near future.

問：為甚麼要推出調整 NFR 政策？

答：為迎合 Young Living 國際市場逐步一致化的發展及簡化計劃，此政策將陸續於各國國際市場推行。作為亞太區最大的市場，香港是第一個推行的地區。

問：NFR (非轉售用途) 計劃的全新政策為會員帶來什麼好處？

答：全新政策不但能節省您輾轉聯絡香港及美國客戶服務部的時間，更可簡化每月自動訂單的處理程序，並能為您提供更優質的服務，進一步鼓勵更多新朋友及會員參加香港基本獎勵計劃，獲享更多獎賞！

問：如我只有參與香港 OTG 基本獎勵計劃，我會否受 NFR (非轉售用途) 計劃的全新政策所影響？

答：您不會受此新政策所影響。

問：如我同時有參與美國 NFR 及香港 OTG 基本獎勵計劃，我會否受 NFR (非轉售用途) 計劃的全新政策所影響？

答：您會受此新政策所影響。由 2017 年 10 月 1 日起，所有美國 NFR 基本獎勵計劃將會被終止。亦即是說，從此以後，您將不能夠再參加 NFR 基本獎勵計劃。為保障您現有的基本獎勵積分、基本獎勵回贈百分比及忠誠獎賞贈品資格不受影響，請確保您於 10 月 1 日起繼續購買香港 OTG 基本獎勵訂單。

問：如我只參與美國 NFR 基本獎勵計劃，我會否受這次 NFR (非轉售用途) 計劃的全新政策所影響？

答：您會受此新政策所影響。請於 10 月 1 日前 參加香港 OTG 基本獎勵計劃及購買香港基本獎勵訂單。否則，您將會失去所有累積的基本獎勵積分。此外，您的基本獎勵回贈百分比及忠誠獎賞贈品資格將會從第一個月起重新計算。會員如因沒有跟從以上溫馨提示進行而受到影響，Young Living 將不會額外通知，以及不會提供其他相關補償。

問：如何使用基本獎勵積分兌換免費產品？

答：會員必須符合以下 2 個要求方可兌換產品：您必須於最近的 2 個月有購買香港 OTG 基本獎勵訂單及您過去 30 天內曾購買香港 OTG 基本獎勵訂單。每位會員每月最多可使用 350 獎勵積分兌換免費產品。我們暫時只限香港會員及澳門會員使用基本獎勵積分兌換香港 Young Living 發售的產品。

問：我可否訂購美國 NFR (非轉售用途) 產品？

答：可以。您仍可登入虛擬辦公室，並透過 NFR 標準訂單購買美國 NFR 產品，又或電郵至 HKNotForResale@youngliving.com。於 2017 年 10 月 1 日至 12 月 31 日期間，任何購買 NFR 標準訂單的香港會員將享有 Fedex 送貨折扣優惠。

問：我可否使用基本獎勵積分兌換美國 NFR 產品？

答：可以。會員可以使用基本獎勵積分兌換美國產品，並必須支付該訂單的郵寄全費。

問：於 2017 年 10 月 1 日起，如我的 NFR 標準訂單達到美國贈品推廣的 PV 要求，我會否收到美國提供的推廣贈品？

答：於 2017 年 10 月 1 日起，所有美國提供的 PV 獎賞贈品將不會被加至您的 NFR 標準訂單中，同時不會提供其他相關補償。

問：承上題，如我於 10 月 1 日前已達標及符合美國贈品推廣的 PV 要求，我會否受此新 NFR 計劃所影響？

答：如閣下於 10 月 1 日前已達標及符合美國推廣的 PV 要求，您將仍然獲得其推廣贈品。如該推廣贈品正在於香港市場發售，香港會員將不會在 NFR 訂單中取得這些贈品，會員將收到同等價值的獎勵積分以作補償。積分將於 1-2 個月內被加至會員帳戶中。會員取得積分後，可於 12 個月內使用積分兌換產品 (1 獎勵積分可兌換 1PV 的產品)。

問：此新政策是否只影響香港市場？

答：作為亞太區最大的市場，香港是第一個推行此新政策的地區。此政策將於不久未來陸續於各國際市場推行。