

ESSENTIAL REWARDS

(Autoship) Made Easy

1. What is Essential Rewards?

Essential Rewards (autoship) is an automatic monthly order processed on the same day of each month. For example, if you place your first order on January 1, all your future Essential Rewards orders will be processed on the first day of each month.

2. What are the benefits of Essential Rewards?

Essential Rewards makes ordering Young Living products easy! Have the products you use and need shipped straight to your door every month without ever running out. Young Living members on Essential Rewards can qualify for special bonuses - such as reduced postage and rewards points - which can be redeemed for free Young Living products.

For those members taking advantage of Young Living's generous compensation plan, a minimum 100 PV Essential Rewards order ensures you qualify at the minimum rank - no forgetting to place a qualifying order!

You can order anything you like on Essential Rewards! We recommend ordering items you use on an everyday basis, such as our powerful superfruit drink NingXia Red and OmegaGize3 fish oil capsules. Young Living has a fantastic range of everyday household goods, such as toothpaste, mouthwash, skin-care products, shampoos and conditioners, meal replacements, health supplements and other items you would normally buy at your local supermarket. You can also pick and choose from our range of therapeutic-grade essential oils to complete your collection.

3. Do I receive the same products each month?

If you make no changes to your Essential Rewards template, you will receive the same product order as the month prior. We recommend ordering items you use on an everyday basis to avoid having to make changes to your Essential Rewards.

The easiest way to change your Essential Rewards is to login to your Virtual Office and click the link on the left-hand panel that says 'Essential Rewards - Change Order'. Remember to save before exiting the Virtual Office.

You can make changes to your Essential Rewards online or by phoning, faxing or emailing Member Services at least four days before your order is due to be processed. For example, if you wish to change your order and it is due for processing on April 1, you will need to notify Member Services no later than March 27, otherwise your order will remain the same as the month prior.

4. How much do I need to spend each month?

Essential Rewards orders require a minimum monthly spend of 50 PV. Each product in our price list has an assigned PV (Personal Volume) value. You can order anything you like as long as the total PV is at least 50. And as an added bonus, every month you will earn rewards points which you can redeem for free Young Living products!

If you want to qualify for the loyalty program, you will need to spend 100 PV per month.

5. What are rewards points?

You earn rewards points every time you place an Essential Rewards order. One reward point is redeemable for 1 PV of product. For the first three months, when you are enrolled in the Essential Rewards program and place your monthly autoship order, you earn 10% of the total PV of your monthly Essential Rewards. For example, if your monthly order is 100 PV, you will earn 10 rewards points for each month for the first three months - a total of 30 points which can be redeemed for 30 PV of product! If you stay enrolled in Essential Rewards for longer than three months, you will then earn 20% of the total PV of your monthly Essential Rewards order from the 4th to the 24th months of your Essential Rewards.

Finally, if you stay enrolled for 25 consecutive months or longer, you will earn a massive 25% of the total PV of your monthly Essential Rewards order from the 25th month onwards. The best part is you can redeem your rewards points on your favourite Young Living products*!

6. How do I redeem my rewards points?

After placing two consecutive Essential Rewards orders, effective from your third month, you may choose to redeem your rewards points. For example, if your first order is in January and you place your second order in February, you can redeem your rewards points in March. You are not required to redeem your points after your second order - you may wish to accumulate your points to redeem on Young Living product with a greater PV. Note: a maximum of 350 rewards points may be redeemed per month.

In your third month, you can redeem your rewards points simply by phoning Member Services and advising the Member Services Representative that you would like to place a rewards points order. You may also place a rewards points order online in your Virtual Office. Shipping fees will be applied to the order.

7. Do my rewards points expire?

Rewards points expire on a rolling 12-month basis. For example, points earned in January 2016 will not expire until January 2017. Should you decide to cancel or return your Essential Rewards order, any accumulated rewards points you have earned will be deemed void.

8. How many rewards points do I have?

You can easily check the balance of your rewards points in Virtual Office. When you login, you will see your 'Rewards Points Balance' highlighted in a blue box on the left-hand side of the Welcome page of your Virtual Office. You can also check your balance by phoning Member Services.

9. Can I cancel my Essential Rewards?

Yes, at any time. For security purposes, this cannot be done on the website. Please phone Member Services if you wish to cancel your Essential Rewards. Upon cancelling your Essential Rewards, you will forfeit your accumulated Essential Rewards points.

10. Can I take a month of leave from my Essential Rewards without forfeiting my Essential Rewards points?

No, you must cancel your Essential Rewards and sign up again later. Please note that cancelling your autoship will forfeit all accumulated rewards points.

11. Can I change the date of my Essential Rewards?

Yes, you can. Simply login to your Virtual Office and click 'Essential Rewards', then 'Change Processing Day'. You can also phone, fax or email Member Services. This must be done at least four days prior to your original processing date.

12. How do I pay for my Essential Rewards order?

Essential Rewards are automatic orders, so automatic payment methods are required. Young Living Australia only accepts Visa and MasterCard credit or debit cards, or direct debit from your nominated bank account. If you select direct debit as your chosen payment method, you must complete a Direct Debit Agreement from.

13. Sounds great! How do I sign up?

Joining Essential Rewards is easy. Simply login to your Virtual Office and click 'Essential Rewards' then 'Join Now', or complete our Essential Rewards order form and fax, post or email it to us. Once we receive the completed form, we will enrol you in the Essential Rewards program. A physical Essential Rewards form is not necessary as long as you agree to all terms and conditions when you join Essential Rewards online.

14. Where can I find these forms?

You can find all necessary forms located in your Virtual Office under 'Member Resources - Forms for Members'.

Please see the following page for further details.



*From time to time, some products may not be available on Essential Rewards points redemption orders. For more information, please contact Member Services.

*This list is subject to change without notice. Please ask our Member Services department when you call to redeem your points for an updated list.

Products that cannot be redeemed on Essential Rewards points:

Rose essential oil 5ml	NingXia bottles & sachets
Melissa essential oil 5ml	AromaDome
Wolfberry Crisp Bars 6pk	Any new products for at least 3 - t4 months
Slique Bars 6pk	Any item with a 0 PV value
Bon Voyage Pack	Essential Rewards packs, oil collections or Starter Kits
NingXia Wolfberries	All diffusers

Disclaimer

Essential Rewards is a voluntary program for Young Living members. It is a program of support but it is not mandatory in building a Young Living business.

Member Services Contact Details

Hours of Operation

Monday to Friday: **8AM - 7PM**
Saturday & Sunday: **Closed**

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