

# Essential Rewards Program FAQ's

## **What is Young Living's Essential Rewards Program?**

Essential Rewards Program is an automatic monthly order processed on the same day of each month (you can change this date each month, if you so desire). For example, if you place your very first order on January 1, all your future autoship orders will be processed on the first day of each month, unless you select to change to a different date, which can be done each month.

## **How does Essential Rewards Program work?**

The best way for you to get the most out of your Young Living membership is with Young Living's Essential Rewards Program. In today's busy world, we need all the help we can get. That's where Essential Rewards Program comes in. Young Living sells many products that you can use on a daily basis. These include Young Living's nutritious meal replacements and supplements, household cleaning products, and personal care items; in other words, things you would normally purchase from the supermarket. Essential Rewards Program eliminates the need to buy inferior quality and chemical laden supermarket goods as well as eliminating harsh chemicals from your life, all while saving you valuable time and money.

## **How many times per month can I order through the Essential Rewards Program?**

Once per each calendar month.

## **What are the benefits of Essential Rewards Program?**

Essential Rewards Program 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 Program can qualify for special bonuses, such as reduced postage price and reward points, which can be redeemed for Young Living products.

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

## **What can I order on Essential Rewards Program?**

You can order almost anything you like on the Essential Rewards Program! However, there is an exception: starter kits of all types. We recommend ordering items you use on an everyday basis, such as Young Living's powerful antioxidant drink NingXia Red and OmegaGize3 fish oil capsules. Young Living has a fantastic range of everyday household

goods, such as toothpaste, mouthwash, skincare 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 their range of therapeutic-grade essential oils to complete your collection.

### **Do I receive the same products each month?**

If you make no changes to your Essential Rewards Program, 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 Program.

### **What if I want to order different products?**

You can make changes to your Essential Rewards Program order via your Virtual Office right up until the day your order is scheduled to process. You are supposed to be able to change your order until midnight of the same day your order is scheduled to process but this is not always the case. To be safe, you should make any changes to your ER no later than Noon of the day your order is scheduled to process.

If you are “computer shy” you can also call Young Living’s customer service department and they can help you make changes to your ER order.

### **Can I change my Essential Rewards Program online?**

Yes, you can. The easiest way to change your Essential Rewards Program is to log-in to your virtual office and click the link on the left-hand panel that says ‘Essential Rewards’. Be sure to do this at least one day before your Essential Rewards Program is due for processing otherwise your order will remain the same as the month prior. Remember to go through all of the windows so that your changes will save before exiting.

### **How much do I need to spend each month?**

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

### **What are reward points?**

You earn reward points every time you place an Essential Rewards Program order. One reward point is redeemable for 1 PV of product. For the first three months, when you are enrolled and place your monthly Essential Rewards Program order, you earn 10% of the total PV of your monthly Essential Rewards Program order. For example, if your monthly order is 100 PV, you will earn 10 reward points 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 Program for longer than three months, you will then earn 20% of the

total PV of your monthly Essential Rewards Program order from the fourth to twenty-fourth months of your Essential Rewards Program.

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

### **How do I redeem my reward points?**

After placing two consecutive Essential Rewards Program orders, effective from your third month, you may choose to redeem your reward points. For example, if your first order is in January and you place your second order in February, you can redeem your reward 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 reward points may be redeemed per month.

There are items that cannot be ordered when redeeming ER points: items with differing PV to cost value, new items (released within the past 6 months to a year), starter kits, and some “special” items. See “additional notes” below.

You can redeem your reward points either through your virtual office or by phoning a Young Living customer service representative.

### **Do my reward points expire?**

Reward 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 your Essential Rewards Program order, any accumulated reward points you may have will be deemed void.

### **How many reward points do I have?**

You can easily check the balance of your reward points in your virtual office.

### **Can I cancel my Essential Rewards Program?**

Yes, at any time. For security purposes, this cannot be done on the website. Please phone Customer Care if you wish to cancel your autoship. Be aware if you cancel your autoship (ER program) and select to restart again, you will begin anew. Nothing is placed on hold. You simply start fresh.

### **Can I change the date of my Essential Rewards Program?**

Yes, you can. Simply log-in to virtual office and click ‘Essential Rewards’, then follow the prompts. You can also phone, fax, or e-mail Customer Care.

## How do I pay for my Essential Rewards Program order?

Essential Rewards Program orders are automatic, so automatic payment methods are required. Accepted are 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 form.

## Sounds great! How do I sign up?

Joining Essential Rewards Program is easy. Log into your Virtual Office and select “Essential Rewards” on the left side menu list then follow the prompts. If you have any issues or questions, please contact the member who brought you to Young Living or call Young Living’s customer care center.

## What is “PV Assistant?”

PV Assistant is a program to help ensure you reach your monthly ER goal. For instance, if you want to ensure you spend 190 in pv points to earn the 190 pv promo items, then you would set your "PV Assistant" to 190 and select items to equal or exceed 190 pv. The only time those items are used is if a product that is on your essential rewards order suddenly goes out of stock, then the program kicks in and replaces that item with an item that will closely match in pv to help you not fall below your 190 pv goal.

This program only takes place once you sign up for it. You should see “PV Assistant” in the left side menu under “Essential Rewards.”

## Additional Notes:

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

Products that cannot be redeemed on Essential Rewards points (subject to change):

- Rose Essential Oil 5 ml
- Any new product for at least 3-6 months
- Any item without a PV value or with a differing PV value
- Essential Rewards Program packs
- Starter kits
- All diffusers

## Helpful Videos:

How to Update Your Essential Rewards Template in your Virtual Office

<https://vimeo.com/106766257>

How to Redeem Reward Points in your Virtual Office

<https://vimeo.com/106766258>

**Questions? Feel free to contact us anytime.**