



## Essential Rewards Agreement

This agreement is optional and 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 Malaysia Sdn Bhd ("Young Living"). By signing this agreement, you agree to the following:

- 1. Enrollment.** You may enroll in the Essential Rewards program online at [www.youngliving.com/en\\_MY](http://www.youngliving.com/en_MY) or by contacting the Member Services Department using the contact information listed below. In order to enroll online, you must place an additional order of 100 PV at the time of enrollment. 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, Tower 7, Avenue 3, Bangsar South.  
No. 8, Jalan Kerinchi, Kuala Lumpur, Malaysia 59200  
Phone: Toll Free: 1800 189 889 | Phone: 603 2714 8714 | Fax: 603 2280 1002  
Email: [custservmy@youngliving.com](mailto:custservmy@youngliving.com)
- 2. Monthly Ordering.** You agree to place a minimum order of 100 PV (personal volume) in Young Living products to be sent to you or a Young Living Will Call location for pickup each month. The products that you select in a monthly Essential Rewards subscription order will continue to be sent to the address listed every month as you have indicated, unless you make changes to your product selection via the Young Living Virtual Office at [www.youngliving.com](http://www.youngliving.com) 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 [https://www.youngliving.com/en\\_MY](https://www.youngliving.com/en_MY). Shipping rates and discounts are subject to change without notice.
- 4. Essential Rewards Points.** Each month in which you purchase at least 100 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
  - a. First three consecutive months of participation: 10% of Essential Rewards order's PV
  - b. Second twenty consecutive months of participation (months 4 -24): 20% of Essential Rewards order's PV
  - c. Twenty fifth month and beyond: 25% of Essential Rewards order's PVYoung 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 100 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 100 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 percentages 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. If you do not use or earn points within 12 months, you will be considered inactive and your points will expire.
- 7. Loyalty Gifts.** Ordering for consecutive months may earn loyalty gifts after 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 Essential Oils to debit your selected payment method to cover your subscription order, including the ordered products, shipping and handling, and sales tax. You acknowledge that first-time direct-debiting-arrangement (ACH) user's orders will be held for five days or until payment clears.
- 9. Payment Method.** You agree to provide and maintain a valid method of payment on your member account. Valid payment methods include a Visa, MasterCard, or Debit card number (along with the card's expiration date) or the required information to set up an ACH on your personal Malaysia checking or savings account on the date identified.
- 10. 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.

- 11. PV Assistant:** To assist in maintaining subscription PV goal, Young Living provides PV Assistant for Essential Rewards subscription orders. Through the VO, you may select products to add to your PV Assistant list. When a product you've chosen to purchase becomes unavailable, an item from your PV Assistant list will automatically be added to your subscription order when it's processed until the subscription PV goal is reached. The product(s) from PV Assistant will be added in numerical order and based on product availability, meaning that the number one (1) item on the list will be added to your order, followed by item two (2), and so on and so forth. If one of the items on your PV Assistant list is not available, it will be skipped. Through PV Assistant, it is possible that the subscription PV goal amount may be surpassed.
- 12. 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.
- 13. 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. For product and inventory returns, you may refer to Section 11.1 and 11.2 of the Policies and Procedures for more details.
- 14. 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 the credit card to which product purchases have been charged expires, is declined (for 3 consecutive months), is cancelled, or is otherwise terminated. Cancellation for any reason forfeits all unused Essential Rewards points and resets your monthly participation in the program to zero.
- 15. Miscellaneous.** In the event any court of competent jurisdiction declares 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. The 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.

## Notice of Right to Cancel

Date of Transaction: \_\_\_\_\_

You may CANCEL this transaction, without any penalty or obligation, within TEN WORKING DAYS from the above date. If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within TEN WORKING DAYS following receipt by the seller of your cancellation notice, and make available to the seller at your residence, in substantially as good condition as when received, any goods delivered to you under this contract or sale, or you may, if you wish, comply with the instructions of the seller regarding the return shipment of the goods at the seller's expense and risk. If you do make the goods available to the seller and the seller does not pick them up within 20 days of the date of your Notice of Cancellation, you may retain or dispose of the goods without any further obligation. If you fail to make the goods available to the seller, or if you agree to return the goods to the seller and fail to do so, then you remain liable for performance of all obligations under the contract.

To cancel this transaction, mail or deliver a signed and dated copy of this Cancellation Notice or any other written notice to: GF & L1, Tower 7, Avenue 3, Bangsar South. No. 8, Jalan Kerinchi, 59200 Kuala Lumpur, Malaysia or via email at [custservmy@youngliving.com](mailto:custservmy@youngliving.com)

I HEREBY CANCEL THIS TRANSACTION.

Buyer's Signature

Date