

## **YL GO AND YL GO+ TERMS AND CONDITIONS**

The following constitutes the terms and conditions (“**Terms**”) for YL GO and YL GO+ (sometimes referred to collectively as the “**Shipping Services**”). These Terms are between you and Young Living Hong Kong Ltd. and/or its affiliates (“**Young Living**”) and they govern Young Living’s respective rights and obligations along with your respective rights and obligations, as those rights and obligations relate to the Shipping Services.

Your membership of YL GO and/or YL GO+ is also governed by the Young Living Policies and Procedures and all other agreements incorporated therein, which (as changed over time) are incorporated into these Terms. In the event of any inconsistency, these Terms shall prevail. By signing up for YL GO and/or YL GO+, you agree to all such terms, conditions, requirements, and limitations.

### **YL GO SHIPPING AND QUALIFYING ORDERS**

YL GO is a 12-month shipping subscription and provides you with free shipping for up to 12 qualifying Essential Rewards Program (“**ER**”) orders (1 per month) and, in the first year, 1 additional qualifying ER shipment (13 months total). Still, the YL GO benefits provided to you are subject to potential issues with inventory, order deadlines, and shipping addresses. The YL GO benefits are limited to (1) a certain number of shipments and (2) certain products sold by Young Living. Accordingly, you will pay applicable shipping charges for all products which do not qualify for YL GO shipping. Additionally, even if all products ordered qualify for YL GO shipping, your order may still be subject to product, order, and handling fees. NFR orders are not applicable for YL GO. If YL GO subscribers have unused YL GO shipping credit within the subscription period, the subscribers can place more than one Essential Rewards orders a month. For example, if a YL GO subscriber chooses to pick up order in the Experience Centre in January, the unused YL GO credit will be rolled over to following months. Thus he/she can place two Essential Rewards orders in February. However, all remaining YL GO credits must be used within the subscription period. You are required to call Member Services to place the additional Essential Rewards Orders before the subscription expires.

### **YL GO+ SHIPPING AND QUALIFYING ORDERS**

YL GO+ is a 12month shipping subscription and provides you with free shipping for up to 12 qualifying ER orders (1 per month) and 12 qualifying standard orders (1 per month). YL GO+ benefits provided to you are subject to potential issues with inventory, order deadlines, and shipping addresses. As stated earlier, the YL GO+ benefits are limited to (1) a certain number of shipments and (2) certain products sold by Young Living. Accordingly, you will pay applicable shipping charges for all products which do not qualify for YL GO shipping. Additionally, even if all products ordered qualify for YL GO shipping, your order may still be subject to product, order, handling fees. NFR orders are not applicable for YL GO+. If YL GO+ subscribers have unused YL GO+ ER order shipping credit within the subscription period, the subscribers can place more than one Essential Rewards orders a month. For example, if a YL GO+ subscriber chooses to pick up order in the Experience Centre in January, the unused YL GO+ ER order credit will be rolled over to following months. Thus he/she can place two Essential Rewards orders in February. However, all remaining YL GO+ ER order credits must be used within the subscription period. You are required to call Member Services to place the additional Essential Rewards Orders before the subscription expires.

## **UPGRADING TO YL GO+**

If you are enrolled in the YL GO shipping service, you may upgrade to YL GO+ at any point during your 12 month subscription period, and if any of the YL GO 12 qualifying ER shipments are unused at the time of the upgrade, then, in the sole discretion of Young Living, the value of such shipments, as determined by Young Living, may be credited towards your YL GO+ enrollment fee.

## **OTHER TERMS RELATED TO THE SHIPPING SERVICES**

Young Living, in its sole discretion and for any reason, reserves the right to exclude any product from any shipment, including shipments qualifying under the Shipping Services.

Young Living, in its sole discretion and for any reason, may add, remove, and otherwise change any membership benefit for either or both of the Shipping Services.

No rights or benefits related to either of the Shipping Services are assignable or transferable by you.

Young Living, in its sole discretion and for any reason, may accept or deny membership for either of the Shipping Services.

Regardless of any settings or preferences for any account related to the Shipping Services, Young Living reserves the right to send you, and you consent to receive, email and other communications related your account and/or the Shipping Services. You agree that all agreements, notices, disclosures, and other communications that are electronically provided by Young Living satisfy any legal requirement that such communication be made in writing.

## **EXPORT POLICY**

You acknowledge and agree that you must comply with all Hong Kong, Macau and other custom, export, or re-export restrictions and any other applicable law relating to the goods purchased.

## **RISK OF LOSS**

Title and risk of loss for all orders made using the Shipping Services will pass to you upon Young Living's delivery of the order and its related products to the carrier.

## **MEMBERSHIP CANCELTION**

You may cancel YL GO or YL GO+ membership account at any time. Young Living will refund your membership fee in full if you cancel the membership within 20 days of signing up; provided, however, Young Living will withhold from your refund (or may charge you) the value of the Shipping Services benefits you used during the 20 day period. If you cancel at any other time, Young Living will not refund any portion of the membership fee, but you will still have access to your remaining unused YL GO or YL GO+ qualifying free shipments.

In order to cancel, you must either click on the “Cancel Subscription” link provided in the Virtual Office under the YL GO management screen or contact Member Services using the contact information listed below:

*Young Living Member Services*

Email: [HK@youngliving.com](mailto:HK@youngliving.com) (Hong Kong)/ [Macau@youngliving.com](mailto:Macau@youngliving.com)

Phone: +852 2897 5600 (Hong Kong)/ 0800848 (Macau)

#### **AUTOMATIC MEMBERSHIP RENEWAL**

YOUR MEMBERSHIP TO THE SHIPPING SERVICES WILL BE AUTOMATICALLY RENEWED AT THE END OF THE 12 MONTH PERIOD, UNLESS YOU NOTIFY YOUNG LIVING BEFORE YOU ARE CHARGED THAT YOU WILL CANCEL YOUR MEMBERSHIP. YOUNG LIVING WILL PROVIDE YOU 1 MONTH NOTICE PRIOR TO YOUR MEMBERSHIP BEING RENEWED. YOUNG LIVING, IN ITS SOLE DISCRETION, RESERVES THE RIGHT TO CHANGE THESE TERMS AT ANY TIME SO THAT NO NOTICE MAY BE PROVIDED TO YOU BEFORE YOUR MEMBERSHIP IS RENEWED.

#### **YOUNG LIVING’S RIGHT TO TERMINATE**

Young Living, in its sole discretion and for any reason, reserves the right to terminate your membership to either of the Shipping Services without notice. If Young Living does terminate your membership prior to the conclusion of the 12-month subscription period, Young Living will provide you a prorated refund calculated by the number of full months still remaining in your subscription period. Still, Young Living reserves the right to withhold any refund for early termination if Young Living, in its sole discretion, determines that you have engaged in conduct that violates these Terms or any applicable law, involves fraud or misuse of any Shipping Services membership, or involves fraud or misuse of your Shipping Services membership, or is otherwise harmful in any way to Young Living or to another member of the Shipping Services.

#### **AMENDMENTS TO THESE TERMS**

Young Living, in its sole discretion and for any reason, may change and amend these Terms or any feature, characteristic, and/or aspect of your membership to either of the Shipping Services, without providing you notice. YOUR CONTINUED MEMBERSHIP OF THE SHIPPING SERVICES WILL CONSTITUTE ACCEPTANCE OF ANY CHANGES TO THESE TERMS OR THE SHIPPING SERVICES.

#### **LIMITATION OF LIABILITY**

IN ADDITION TO OTHER LIMITATIONS FOUND IN THE YOUNG LIVING POLICIES AND PROCEDURES, UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL OR EQUITABLE THEORY, WHETHER IN TORT, CONTRACT, STRICT LIABILITY OR OTHERWISE, SHALL YOUNG LIVING OR ANY OF ITS AFFILIATES, EMPLOYEES, DIRECTORS, OFFICERS, AGENTS, VENDORS OR SUPPLIERS BE LIABLE TO YOU OR ANY OTHER PERSON FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL LOSSES OR DAMAGES OF ANY NATURE ARISING OUT OF OR

IN CONNECTION WITH THE USE OF OR INABILITY TO USE YOUR SHIPPING SERVICES MEMBERSHIP. SUBJECT TO THE FOREGOING, IN NO EVENT WILL YOUNG LIVING BE LIABLE TO YOU FOR ANY DAMAGES IN EXCESS OF THE FEES PAID BY YOU IN CONNECTION WITH YOUR MEMBERSHIP IN THE SHIPPING SERVICES DURING THE SIX MONTH PERIOD PRECEDING THE DATE ON WHICH THE CLAIM AROSE.

#### **SEVERABILITY**

Every provision of these Terms is intended to be severable. If any aspect of these Terms, or any change to any aspect of these Terms, is illegal or invalid for any reason whatsoever, such illegality or invalidity shall not affect the validity of the remainder of the Terms or any changes to these Terms that are otherwise legal and valid.

#### **DISPUTES**

In relation to any action arising out of or relating to this Agreement or your use of the Service, Young Living Hong Kong and you agree to submit to the non-exclusive jurisdiction of the Hong Kong and Macau courts.

#### **GOVERNING LAW**

This Agreement shall be governed by the laws of Hong Kong and Macau.

#### **MEMBER**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_