



BLOOM 淨白亮肌套裝購買程序常見問題

Frequently Asked Questions on Purchasing BLOOM by Young Living Sets

1. 問：如何購買 BLOOM 淨白亮肌套裝？

答：請登入虛擬辦公室 → 基本獎勵計劃 → 我的基本獎勵訂單 → 修改訂單 → BLOOM 淨白亮肌系列。我們建議在選購 BLOOM 淨白亮肌套裝後，點擊「我的基本獎勵訂單」下的「今日立即處理」按鈕，以確保能成功下單（可參閱[此處](#)查看如何操作）。

Q: How to purchase BLOOM by Young Living sets?

A: Please log in to Virtual Office → Essential Rewards → My Monthly Order → Change Order → BLOOM. We suggest clicking the “**Process Today**” button after adding BLOOM by Young Living Sets to your cart to secure your order (you may refer to [here](#) for detailed steps).

2. 問：哪些會員可以購買 BLOOM 淨白亮肌套裝？

答：所有**基本獎勵計劃會員**（包括新會員）均可獨家選購。

Q: Which members are qualified to purchase BLOOM by Young Living sets?

A: All **Essential Rewards subscribers (including new members)** are eligible to purchase exclusively.

3. 問：BLOOM 淨白亮肌套裝有購買數量限制嗎？

答：每位基本獎勵計劃會員只限購買 BLOOM 植萃亮白護膚系列 **1 套**及 BLOOM 膠原亮膚飲（10 瓶裝）**3 套**。

Q: Is there a purchase limit for BLOOM by Young Living sets?

A: Each Essential Rewards subscriber can buy **ONE** BLOOM Brightening Skin Care Set and **THREE SETS** of BLOOM Collagen Complete (10 bottles) at maximum.



4. 問：我可以在下單購買 BLOOM 淨白亮肌套裝後更改訂單，或退回貨品嗎？

答：您可選擇另付 **25%行政費**以退回貨品。

Q: Can I edit my order or return the products after purchasing BLOOM by Young Living sets?

A: You can return the products with an **additional 25% administration fee**.

5. 問：購買 BLOOM 淨白亮肌套裝後，可以選擇甚麼方式送貨？

答：您可選擇**親身到體驗中心取貨、本地送貨或 YL Go 送貨服務**。

Q: What shipping options are available for BLOOM by Young Living sets?

A: You can choose among **self pick-up at Experience Center, local delivery or YL Go**.

6. 問：BLOOM 淨白亮肌套裝送貨需時多久？

答：訂單成功付款後的 **3 至 5 個工作天**，偏遠地區則需 **5 至 8 天**。

Q: How long does it take for BLOOM by Young Living sets to be delivered?

A: **3-5 working days** and **5-8 days** for remote areas after successful payment of order.

7. 問：我何時可在體驗中心提取 BLOOM 淨白亮肌套裝？

答：您可在訂單成功付款的 **5 個工作天內**（自訂單成功付款的同一個工作天起計算）親臨體驗中心取貨。我們仍於體驗中心實施人數上限，以鼓勵保持適當社交距離，而我們每天約可以服務 400 人次。為避免體驗中心人流聚集，我們建議您選擇送貨服務；如希望親身到體驗中心取貨，請留意[體驗中心的人流管制安排](#)。

Q: When can I pick up BLOOM by Young Living sets at Experience Center?

A: You can pick up products at Experience Center **5 working days** upon successful payment (starting from the same working day when payment is successfully processed). We are still practicing capacity limit to encourage social distancing at our Exp Ctr. We can serve up to 400 tickets a day. To avoid crowd gathering at Experience Center, we suggest having products shipped by delivery services; if you prefer



picking up products at Experience Center, kindly refer to its [crowd control arrangement](#).

8. 問：如我推薦新會員入會，他/她可以透過購買 BLOOM 淨白亮肌套裝作為入會訂單嗎？

答：如該會員同時以此訂單加入基本獎勵計劃，可以；如果是標準訂單則不可以。

Q: If I am enrolling a new member, can he/she place his/her Enrollment Order by purchasing BLOOM by Young Living sets?

A: Yes if he/she subscribes to **Essential Rewards program** with this order simultaneously, no if this is a Standard Order.

9. 問：我可以透過下單購買 BLOOM 淨白亮肌套裝重新激活帳戶嗎？

答：請於下單購買 BLOOM 淨白亮肌套裝前重新激活帳戶。

Q: Can I reactivate my account by placing an order of BLOOM by Young Living sets?

A: Please reactivate your account **before placing your order of BLOOM by Young Living sets**.

10. 問：我可以在 BLOOM 淨白亮肌套裝的訂單使用佣金/電子錢包嗎？

答：以上兩項均**不適用於**5月份的訂單，我們建議使用**信用卡**或**PayPal**付款。

Q: Can I use my Commission / Account Credit on order of BLOOM by Young Living sets?

A: Both are **NOT applicable** to orders in May, we recommend settling payment by **credit card** or **PayPal**.

11. 問：可以使用基本獎勵積分兌換 BLOOM 淨白亮肌套裝嗎？

答：BLOOM 淨白亮肌套裝只限以基本獎勵訂單購買，**不適用於**5月份的基本獎勵積分換領訂單。

Q: Can I use my Essential Rewards Points to redeem BLOOM by Young Living sets?

A: BLOOM by Young Living sets are exclusive for Essential Rewards Subscription Orders only, and **NOT applicable** for Essential Rewards Point Redemption Orders in May.



12. 問：我如何確認已經成功下單購買 BLOOM 淨白亮肌套裝？

答：請登入虛擬辦公室 → 我的帳戶 → 我的訂購紀錄 → 點擊訂單編號 → 如訂單成功付款，會於「付款應用」顯示付款方式及金額。

Q: How to confirm if payment is successfully processed?

A: Please log in to Virtual Office → My Account → My Order History → click the Order Number → You should see **“Payment Applied”** with payment method and amount displayed, if payment is successfully processed.

13. 問：如訂單未能成功付款，我應該怎麼辦？

答：在您點擊「今日立即處理」按鈕後，系統需時處理您的訂單。如訂單在 **4 小時後** 仍未能成功處理，請將您正確的會員編號、4 位數字個人編碼 (PIN) 及訂單編號電郵至 hk@youngliving.com，電郵主旨為「**BLOOM 訂單未能成功付款**」。

Q: What should I do if payment is not successfully processed?

A: After you click “Process Today”, it takes time for the system to process your order. If payment is not successfully processed **after 4 hours**, please email hk@youngliving.com with subject: **“BLOOM incomplete payment”**. Kindly include your correct member ID, 4-digit PIN and order number in the email.

14. 問：BLOOM 淨白亮肌套裝將會作為固定產品長期發售嗎？

答：會。

Q: Will BLOOM by Young Living sets be permanently listed on the catalogue?

A: Yes.