

Free Shipping Program

FAQ

Q. WHAT IS THE NEW FREE SHIPPING PROGRAM AND HOW DO I QUALIFY?

A. Free shipping is now available to all Young Living business builders and customers in the United States (including Hawaii and Alaska), Puerto Rico, and Guam, provided that the order meets the minimum 100 PV requirement. Free shipping is available only with the Economy shipping method.

Q. HOW LONG WILL FREE SHIPPING BE AVAILABLE?

A. Free shipping is a new feature that will be available for the foreseeable future.

Q. WHICH YOUNG LIVING MARKETS CAN PARTICIPATE IN FREE SHIPPING?

A. Free Economy shipping is open to all U.S. Young Living customers and business builders who place a qualifying order of at least 100 PV. Members in NFR markets are not eligible to participate, and free shipping is void where prohibited.

Q. WHICH CUSTOMER TYPES CAN PARTICIPATE IN FREE SHIPPING?

A. U.S. customers and business builders can participate in free shipping.

Q. IS THERE A MONETARY LIMIT ON THE ORDER THAT IS BEING PLACED?

A. There is no monetary limit as long as the order meets the minimum 100 PV requirement. PV stands for Point Value and is assigned to each product as part of Young Living's compensation and rewards programs.

Q. IS THERE A WEIGHT LIMIT ON MY ORDER?

A. Yes, the maximum weight limit for free shipping is 70 pounds.

Q. CAN I PLACE MULTIPLE ORDERS AND RECEIVE FREE SHIPPING?

A. Yes, as long as each order meets the 100 PV minimum requirement, you will qualify for free shipping.

Q. WHICH YOUNG LIVING MARKETS CAN QUALIFY FOR FREE SHIPPING?

A. Only U.S. customers and business builders can participate in the free shipping program. This includes business builders and customers in Alaska, Hawaii, Puerto Rico, and Guam.

Q. CAN NFR CUSTOMERS QUALIFY FOR FREE SHIPPING?

A. No, NFR Members cannot participate in the free shipping program.

Q. CAN PROFESSIONAL ACCOUNT CUSTOMERS QUALIFY FOR FREE SHIPPING?

A. No. Professional Account customers cannot participate in the free shipping program.

Q. WHAT PRODUCTS ARE INCLUDED IN FREE SHIPPING?

A. Any Young Living products can be included in the qualifying free shipping order, provided the order meets the 100 PV requirement.

Q. WILL FREE SHIPPING RESULT IN LIMITS ON OTHER YOUNG LIVING PRODUCTS?

A. No other limits will be placed as a result of free shipping.

Q. ARE THERE ANY ORDERING LIMITATIONS?

A. You must achieve 100 PV in a single order to qualify.

Q. WILL FREE SHIPPING BE AVAILABLE FOR ESSENTIAL REWARDS ORDERS?

A. Yes, Essential Rewards orders are eligible for free shipping. If you place a qualifying 100 PV order on Essential Rewards, you will qualify for free shipping on that Essential Rewards order.

Q. DO NEW ENROLLMENTS GET FREE SHIPPING?

A. Yes, new enrollments will get free shipping on their first order, provided it meets the minimum 100 PV requirement.

Q. WHAT SHIPPING METHOD WILL BE USED WITH FREE SHIPPING?

A. Your order will be shipped via the Economy shipping method.

Q. CAN I UPGRADE MY SHIPPING AND PAY ADDITIONAL COSTS?

A. Unfortunately, our system does not allow us to offer discounted upgraded shipping. If you would like to use Standard, Expedited, or Express shipping, you will need to pay the full shipping cost for that method.

Q. IF I PLACED AN ORDER YESTERDAY AND IT DIDN'T MEET THE 100 PV MINIMUM, CAN I CALL AND CANCEL AND REPLACE THE ORDER TO GET FREE SHIPPING?

A. No. Unfortunately, we are unable to cancel or edit an order from the previous day to include the free shipping.

Q. IF I RETURN PART OR ALL OF MY ORDER, WILL I BE CHARGED FOR ORIGINAL SHIPPING?

A. No, you will not be charged for the original shipping; but in some cases, you will be responsible for returns.

Q. IF I PLACED A QUALIFYING 100 PV ORDER AND WAS CHARGED SHIPPING, WHAT SHOULD I DO?

A. Please contact Member Services at 1.800.371.3515.

Q. I FORGOT TO ADD SOME THINGS TO MY ORDER, BUT I ALREADY GOT FREE SHIPPING. CAN I ADD TO MY ORDER AND STILL GET FREE SHIPPING?

A. In some cases, yes. You will need to contact Member Services to update your order; however, if too much time has passed since you placed your order, it may already be in a status where it can't be recalled, changed, or cancelled.

Q. WHAT IF AN ITEM GOES OUT OF STOCK BEFORE MY ORDER PROCESSES, PUTTING ME UNDER 100 PV? WILL I BE CHARGED FOR SHIPPING?

A. Yes, you will be charged for shipping.

Q. WHAT IF AN ITEM GOES ON BACKORDER, PUTTING ME UNDER 100 PV? WILL I BE CHARGED FOR SHIPPING?

A. If the item is placed on backorder and will ship out separately, both shipments will be free of charge.

Q. WHAT IF AN ITEM ON MY ESSENTIAL REWARDS TEMPLATE GOES OUT OF STOCK, PUTTING ME UNDER 100 PV? WILL I BE CHARGED FOR SHIPPING?

A. Yes, you will be charged for shipping unless you use the PV Assistant to maintain a PV of 100 or more. With PV Assistant, you can create a monthly PV goal, as well as a wish list of your favorite Young Living products. If your next Essential Rewards order ever falls below your customizable PV goal, the PV Assistant will automatically add an item from your wish list, so you always meet your goal.

Q. WHAT IF I ORDER THE NINGXIA STARTER KIT AND HAVE TO UPGRADE MY SHIPPING DUE TO FREEZING? WILL I BE COMPENSATED FOR MY SHIPPING?

A. Unfortunately, no. Free shipping is available only with the Economy method, so if you upgrade your shipping method to Standard or above, you will need to pay the full cost of shipping.

Q. CAN I ORDER A MILITARY STARTER KIT AND STILL GET FREE SHIPPING?

A. Yes, all Young Living products qualify for free shipping, as long as the order total reaches the 100 PV minimum.

Q. DOES MY 100 PV ORDER HAVE TO BE ON ESSENTIAL REWARDS?

A. No, you can qualify for free shipping by placing a 100 PV order on either Essential Rewards or a one-time Shop order.

Q. SINCE EXPRESS IS NOT A SHIPPING OPTION FOR HAWAII AND ALASKA, WILL I STILL BE ABLE TO CHOOSE ANOTHER OPTION?

A. Economy, Standard, and Expedited are the options available for orders to Alaska and Hawaii with the new shipping program.

Q. WHY ARE MEMBERS NOT ALLOWED TO CHOOSE EXPRESS SHIPPING THROUGH THE VIRTUAL OFFICE WHEN PLACING ORDERS?

A. To reduce our carbon footprint when it comes to shipping, we are limiting Express shipping to emergency situations.

Q. IF MY ORDER DEFAULTS TO A DIFFERENT SHIPPING METHOD, WILL I BE NOTIFIED?

A. No. The existing shipping methods and what they will be defaulted to can be found in the FAQ.

Q. CAN I CHOOSE THE CARRIER I WANT?

A. Our shipping software is designed to choose the best carrier option for you based on your zip code, pricing, and requested transit time. However, we will work with customers and business builders with special circumstances. If you want to use one of our old shipping methods, contact Member Services to have that method added to your order.

Q. WILL SURCHARGES BE ADDED TO SHIPPING FROM ANY CARRIERS?

A. The surcharges will be included in the flat rates, except for peak seasons (November–mid-January). More information will be available during peak seasons.

Q. WHAT IF MY ORDER IS MORE THAN 70 POUNDS?

A. If your order weighs more than 70 pounds, you will not be able to check out and will have to place two (or more) separate orders. Free Economy shipping will still be available on the orders that reach the minimum 100 PV requirement.

Q. WHAT ARE THE MOST COMMON CARRIERS FOR EACH SHIPPING OPTION?

A. Please see the list below for the most common carriers for each shipping option.*

- Economy shipping: FedEx SmartPost**, UPS SurePost, First Mile Xparcel, and USPS First Class Mail
- Standard shipping: FedEx SmartPost**, UPS SurePost, First Mile Xparcel, USPS First Class Mail, USPS Priority Mail, FedEx Ground, and UPS Ground
- Expedited shipping: USPS First Class Mail, USPS Priority Mail, FedEx Ground, UPS Ground, FedEx 3Day, and UPS 3Day
- Express shipping: UPS Next Day Air and FedEx Next Day Air

We are actively pursuing additional Economy carrier methods and will add those as soon as they become available.

*All APOs, FPOs, DPOs, Guam, and Puerto Rico will be shipped USPS Priority Mail (over 1 pound) or USPS First Class Mail (under 1 pound).

**FedEx SmartPost won't be used to ship to Alaska and Hawaii. Instead, the most common carriers will be USPS First Class Mail, USPS Priority Mail, FedEx 3Day, and UPS 3Day.

Q. IF MY ORDER IS SHIPPED VIA SMARTPOST, HOW LONG WILL IT TAKE TO GET TO ME?

A. Of the nearly 1.8 million shipments that we already ship through SmartPost each quarter, 91 percent are delivered within five business days and 98 percent within seven business days.

Q. WILL THERE BE A POP-UP NOTIFYING ME IF MY ORDER IS MORE THAN 70 POUNDS?

A. There will not be a pop-up, but there will be messaging in the Virtual Office letting you know that no shipping methods are available because the order exceeds the maximum weight.

Q. ARE PROCESSING TIMES INCLUDED IN THE TIMEFRAMES FOR SHIPPING METHODS?

A. There is a shipping disclaimer at checkout that shows and notifies the member of processing times.

Q. WHAT HAPPENED TO THE 100 PV ER TIER?

A. The 100 PV ER tier is replaced with free shipping in September 2020.