

# Premium Membership Terms and Conditions

## 1 About Premium Member

Premium members can sign up as a Premium Membership with Young Living for personal use and can purchase products at the price of a Sharing Membership. You can also earn YL Otoku-bin points by using "YL Otoku-bin". A product purchase of 50PV or more is required for Premium Membership registration. Premium members are not allowed to resell products or solicit members.

## 2 Premium Membership Requirements

You must meet the following requirements in order to register as a Premium Member

- You must not be under 20 years old or a student.
- The application must be made by an individual or a couple.
- The company must be a registered commercial corporation.
- The name must not be in someone else's name or a fictitious name.
- Referrals are required.
- It is not an application that the company deems inappropriate.

## 3 Product Price

Premium Members can purchase for the same price as the Sharing Membership price on the product price list

## 4 Ordering Products

### ▶Telephone Order

Phone number: 0120-160-765 (operator will take your order)  
Office hours: 9:30-17:00 (weekdays)

### ▶Mail/Fax Order

Please fill out the product order form accurately and send it to us by fax or mail.  
FAX number: 0570-056-055  
Address: 32F Shinjuku Sumitomo Building, 2-6-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo 163-0232, Japan

### ▶Online Order

Access the virtual office (youngliving.com/vo) from your computer or smartphone and using your membership number and password to log in to complete the order process.

### ▶Experience Center Order

Please fill out and submit the order form to the Japan Office Experience Center.  
Address: Shinjuku Sumitomo Building 32F, 2-6-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo 163-0232, Japan  
Business hours: Tuesday to Saturday 10:00-18:00  
Closed on Sundays, Mondays and holidays  
※Business days are subject to change due to events hosted by our company.

## 5 Payment methods

### ▶Payment by credit card or PayPal

You can pay for the product by credit card or PayPal.  
We accept Visa, MasterCard, JCB and PayPal.

※ Young Living has a merchant agreement with a U.S. merchant, so cards that are accepted in Japan may not be accepted by Young Living. Please check with your credit card issuer for details.

### ▶Payment by cash on delivery

You can pay for the product in exchange for the package at the time of delivery.  
The total value of a single order must not exceed 300,000 yen.  
The recipient will be responsible for the cash on delivery fee

※ There are some areas where we are unable to offer this service.

### ▶Cash on delivery fee

~9,999yen	10,000~29,999yen	30,000~99,999yen	100,000~300,000yen
330yen	440yen	660yen	1,100yen

### ▶Shipping fee

	~ 99PV	100PV-199PV	above 200PV
General Order	770yen	770yen	Free
YL Otoku-bin	693yen	385yen	Free

### ▶Payment at the Experience Center

Credit cards and cash are accepted

## 6 Product Delivery Time

### ▶Payment by credit card or PayPal

Once the credit card or PayPal payment is confirmed, the product will be delivered by courier service (Yamato Transport) in 3 to 5 business days.※1,2,3,4,5

### ▶When paying by cash on delivery

The product will be delivered by courier service (Yamato Transport) in 3 to 5 business days after the order is received. ※1,2,3,4,5  
※ There are some areas where this service is not available.

### ▶YL Otoku-bin

YL Otoku-Bin according to each of the payment methods shipping procedures will be carried out on the next business day after the order date and the product will be delivered by courier (Yamato Transport) in 3 to 5 business days.※1,2,3,4,5

※1 The product may be delivered at a later date if the product cannot be delivered due to lack of stock at the time of shipment. In this case, you must pay for the product in advance and the product will be delivered to you at a later date.

※2 Delivery may be delayed in the event of social conditions or natural disasters.

※3 We do not deliver to P.O. Boxes.

※4 Shipping to some areas such as Okinawa and remote islands may take up to 2 weeks from the time of shipment due to the fact that shipping may be done by sea.

※5 Shipping times for GW, Bon holidays, and New Year's holidays are different from the normal period. Please note that we are not responsible for any delays in product delivery due to secondary reasons such as congestion during busy periods, natural disasters, system problems, and other unforeseen circumstances that may occur during delivery.

7 Expiration date of the membership

Your Premium Membership is valid for 12 months beginning the month after registration. If you purchase 50PV or more of a product during the first 12 months after registration, your Premium Membership will be extended for 12 months beginning the month after the order is placed. If no orders for Young Living products are placed during the first 12 months after registration, your Premium Membership will be extended for 12 months after the order is placed. That membership will be forfeited.

8 Cooling-off

As required by law, our Premium Members may, upon written request, unconditionally terminate their Premium Membership Agreement and return the purchased products to us within 20 days (legally 8 days) from the later of the date of receipt of the contract document or the date of their first order of products. In such cases, all payments (product, shipping, handling, etc.) received by us will be refunded immediately and unconditionally. The effective date of the cooling-off period shall be the date of sending the written notice of cancellation, and no damages, penalties, or any other nominal costs will be charged. If cooling-off was not possible because of misunderstanding or threats due to misrepresentation or because of confusion, cooling-off can be done in writing until 20 days have elapsed from the date of receipt of a new written notice of cooling-off by the company.

163-0232  
32F Shinjuku Sumitomo  
Building, 2-6-1  
Nishi-Shinjuku,  
Shinjuku-ku, Tokyo

Young Living Japan  
Cooling-off Section

Cooling-off can be  
done by giving written  
notice..

Stamp

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163-0232  
32F Shinjuku Sumitomo  
Building, 2-6-1  
Nishi-Shinjuku, Shinjuku-ku,  
Tokyo

Young Living Japan  
Cooling-off Section

• Member ID  
• Name  
• Telephone number  
• Date of application

I withdraw my application and  
terminate the contract as of  
the date above.

Date  
Name

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9 Cancellation of Premium Membership by using YL Link

Any member who has registered as a Premium Member via online may cancel the contract for any reason within 20 days of receipt of the contract (or the date of receipt of the product, whichever is later), and all payments received by us (including product, shipping and handling charges) will be refunded immediately and unconditionally.

10 Termination of Membership

Members may terminate their membership at any time.

11 Product Replacement

If the product is defective upon receipt, it can be replaced as follows

1. Contact Young Living within 30 days of receiving the defective product
2. Obtain a return number when you contact us and return the product with the delivery note and a return request form with the return number.
3. The company will ship a replacement product after confirming the return

12 Product Returns

If you wish to return a product, including products ordered by YL Otoku-bin, you may do so within 30 days of receipt of the product. You must contact the company to obtain a return number and then return the product to us with a return request form that includes the invoice, return number and the account information you want to receive the refund on. Refunds will be processed after the product is received.

Return address: Suzuyo Co., Ltd.  
14-3 Higashi-Ogishima, Kawasaki-ku,  
Kawasaki-shi, Kanagawa-ken,  
210-0869, Japan  
TEL: 0570-056-054