

New Policy on Product Expiry

Frequently Asked Questions

1. Why do we have this expiry framework for personal care, supplements, and home care items?

We want to maintain quality standards for products that you use on a regular basis for your home. And to ensure that you will still have time to enjoy these products before their expiry date.

2. Why are Essential Oils not included?

- a. Young Living Essential Oils have a shelf life or durability beyond 36-months. Why? Because these are PURE essential oils and are non-perishables. Young Living Essential Oils come from plants (as long as they are contained) they maintain bioactivity, safety, and efficacy. They don't grow mold, yeast, or mildew because they don't contain water and maintain its properties when sealed.
- b. Extensive stability tests, both physical and chemical, have been conducted by Global Quality team for products beyond 36 months from manufacturing date and it shows that it maintains its physical properties throughout the testing period that goes as far as 60-months.

3. What is included in the markdown pricing?

- a. Personal Care Products and Supplements
 - i. Products with 4 to 5 months before expiry will be placed on markdown pricing.
- b. Home Care Products
 - i. Products with 3 months before expiry will be placed on markdown pricing.
- c. The discounted markdown items can only be purchased under On-the-Ground Quick Order (QO).

4. Will this be a limited time offer?

Products with markdown pricing may change monthly. You may check your Virtual Office (VO) under the special category of the QO tab.

5. Who can purchase these items?

All Philippine-based active members can purchase these deals. All items purchased on a markdown pricing will not be eligible for product return and product exchange.

6. How can I find these deals?

A special category can be found under the QO tab of your VO.

New Policy on Product Expiry

Frequently Asked Questions

7. Will I still be able to purchase items with longer expiry dates?

Yes, if items with longer expiry dates are available.

8. Is it possible to purchase the same product with near expiry, and longer expiry in the same order?

- a. Yes, however, expiry items are only available under QO only under a special category and cannot be purchased with your ER order.
- b. The products with longer expiry can still be purchased on both QO and ER, and will be found in the regular purchase flow in the VO

9. How will this affect my ER template?

- a. If available, products with longer expiry will be served in your ER order.
- b. If no products are available with longer expiry, these items will no longer be served with your ER order and can only be purchased under the markdown pricing under QO.

**If products are no longer available for purchase under ER, your ER order will still be processed without the affected item/s. Please make sure to check your ER template before your processing date and always have your PV assistant setup to avoid going below your desired monthly PV.*

10. What should I do if I purchased a product under regular pricing but received a near expiry item?

Send us an email along with photos of the item and invoice at custserv.ph@youngliving.com

11. I am an inactive member; can I still take advantage of the deals?

Yes, you may use these markdown items for your reactivation order.

- i. For accounts that have been dropped for less than 24 months, a 50 PV purchase is required to reactivate your account.
- ii. For accounts that have been dropped for more than 24 months, a Starter Kit or a 100 PV purchase is required to reactivate your account.

New Policy on Product Expiry

Frequently Asked Questions

12. What will happen to the products 2-3months until expiry?

Will be pulled out of inventory for selling but may still be used for samples or prizes for activities. There will be product markings for freebie items.

SKIN CARE/ PERSONAL CARE		
30706	Bloom Collagen Complete 10 pk*	50 ml x 10
520337	Lavender Lip Balm	4.2g
35626	Mineral Sunscreen Lotion SPF 50	3 oz.
3709519	Rose Ointment	24.5g
326537	Thieves Spray - 1oz	1 fl. oz, 1 pk.
28441	Thieves Whitening Toothpaste	4 oz.
303937	Thieves AromaBright Toothpaste	4 oz.
367437	Thieves Foaming Hand Soap	8 oz
368337	Thieves Fresh Essence Plus Mouthwash	8 fl. oz
362137	Thieves Waterless Hand Sanitizer	1 oz
514237	Thieves Waterless Hand Sanitizer	8 oz
SUPPLEMENT		
329537	Inner Defense	30 Softgels
324337	Sulfurzyme	300 capsules
319337	Clear Vegetable Capsules*	250 capsules
576037	Thieves Menthol Comfort Drops	30 Drops
576437	AgilEase Capsules	60 Capsules
38093	KidScents MightyVites	120 ct
HOME CARE		
374337	Thieves Household Cleaner	14.4 fl. oz
535037	Thieves Dish Soap	12 fl. oz
534937	Thieves Laundry Soap	32 fl. oz.