



Frequently Asked Questions

1. Who can qualify for the Swap to Save Up promo?

All ACTIVE Young Living Philippine Brand Partners and non-YL members can join this program.

2. How can I join this program?

For non-YL members, simply bring and swap any non-YL diffuser and make at least a 55 PV enrollment purchase (on either Quick Order or Loyalty Order) to get a FREE Dewdrop Diffuser from January 17 to January 31, 2025.

For ACTIVE YLPH Brand Partners, just bring and swap any of your OLD YL Diffuser to get a FREE Dewdrop Diffuser.

Note: Limited to 1 per active member account only.

3. I have more than 1 diffuser, can I swap all of them to get the same number of Dewdrop Diffusers?

No, the promo is limited to 1 per active member account only.

4. What should I bring or present in order to swap my old diffuser?

For YLPH Brand Partners: Bring your old or defective diffuser and prepare your member ID for Member Services to verify that you are an ACTIVE member of Young Living.

For NON-MEMBERS: Bring a non-YL Diffuser and your Sales Invoice that shows a 55 PV enrollment purchase for Member Services to verify your promo qualification.

5. Where should I bring the diffuser?

You need to bring the diffuser to any of our Experience Centers (Manila or Davao) or Pick-Up Centers (Baguio or Cebu) to swap your diffuser.

6. How will I receive the Dewdrop Diffuser?

It will be handed to you on the same day you bring the non-YL diffuser (for non-members) or old YL diffuser (for YLPH Brand Partners). We will be collecting the diffuser that you have brought in.



Oiler's Appreciation Weekend

Swap to Save Up

PROMOTION

Promo Period: January 17 to 31, 2025

SWAP FOR A DEWDROP DIFFUSER

7. What if my diffuser is broken or defective (e.g., chipped, missing parts, etc.)? Do all parts have to be intact?

We will still accept the defective diffuser, even if some parts are missing, as long as you bring the diffuser's machinery. No need to include the broken parts.

Note: Bringing just the lid/cover of the diffuser will not be accepted for the swap promotion. The machinery will be required for swapping.

8. Can the diffuser be delivered to my address?

No, the promo is available for pick up only.

9. Can I still swap diffusers outside the promo period?

No, the promo is valid from January 17 to January 31, 2025 only. Any request to swap outside these promo dates will not be eligible.

10. Can someone else swap a diffuser on my behalf?

Yes. The only requirement for the swap is for your representative to bring the following:

YLPH Brand Partner: Your member ID and your old YL diffuser

Non-Member: A non-YL diffuser along with 55 PV sales invoice

11. Can inactive members join the program?

Yes. Inactive members can join the program. They will need to reactivate their account with at least 100 PV so they can be considered as YLPH Brand Partners.

Note: Inactive members are accounts with no ordering activities for at least 13 months and have been dropped out of their organization.

12. Is there a warranty for the Dewdrop Diffuser?

Yes, the diffuser has 1 year warranty. You may also reach out to Member Services for any concerns and for assistance with troubleshooting.

You may use any of the following channels:

- Globe Network Toll-Free: 1-800-8976-3524
Smart & PLDT Network Toll-Free: 1-800-1118-0022
Monday–Friday: 10:00 AM to 7:00 PM
- Chat: https://www.youngliving.com/en_PH (click the Chat button)
Monday–Friday: 10:00 AM to 7:00 PM
- Email: custserv.ph@youngliving.com
Monday–Sunday: 24 hours open (with 24-48 hrs. response time)