



FREQUENTLY ASKED QUESTIONS

NOTE: All Experience Center Promotions and gifts are open to Manila and Davao Experience Centers only until supplies last. Young Living reserves the right to cancel or substitute items in the event promotions or freebies should there be any unforeseen circumstances where items run out of stock.

How do I qualify for the Welcome Gift?

All event attendees starting 10AM on July 8 will receive drops of nature in small bottles with an information card. The cut off for giving away Welcome Gifts is only **until July 8, 4PM, or until supplies last.**

The Welcome Gift is limited to 1 per adult attendee only (above 18 years old). Proxy or getting Welcome Gifts on behalf of others will not be allowed.

How do I qualify to spin the Abundance Wheel?

We have 2 ways to qualify for the Abundance wheel:

- **Enrollment**
Enroll with any enrollment set on Essential Rewards, get 1 spin.
Note: Roadshow enrollments are not qualified for a spin.

The following **enrollment orders** will be counted:

- **Experience Center Enrollment** - Enrollment placed via the Experience Center counter on July 8 (same-day enrollment)
- **Virtual Office Enrollment for Pick Up** - Paid enrollment from July 5 to 8 placed via Virtual Office for Experience Center pick up on July 8

Example:

- Enrollment from July 5 via Virtual Office processed for Experience Center pick up will be counted if picked up on July 8.
- Enrollment from July 3 via Virtual Office processed for Experience Center pick up will NOT be counted (not part of 3-day pick up timeframe).

Important Note:

The Experience Center will be **strictly enforcing its 3-day rule for picking up orders/enrollments/Bulk Orders**. This means that only orders placed from July 5 to 8 for pick up will qualify for the July 8 freebies. Any orders unclaimed on will be considered as uncollected orders.



- **Bulk Order** – Enrollments that are part of a Bulk Order request submitted either via the following channels prior to July 8:
 - Express Help Jotform (bit.ly/YLPHBulkOrders)
 - Email (bulkorder.ylph@youngliving.com)

Important Note:

Bulk Order should be processed and approved by Member Services prior to July 8 to qualify for event freebies. The last cut off of Bulk Order approvals will be on July 7, 6PM via email confirmation. Kindly present your email confirmation to the Information Counter on the event day to be guided on claiming.

For more info on Bulk Order, visit:

www.youngliving.com/en_ph/company/order-delivery

- **100 PV Purchase on Quick Order (QO) or Essential Rewards (ER)**

For every 100 PV purchase on ER or QO per receipt, get 1 spin.

- Example: 120 PV order = 1 spin
220 PV order = 2 spins
300 PV order = 3 spins

Spin will only be awarded per order receipt. Members cannot consolidate different receipts to add spins (Ex. Two orders worth 150 PV will only be given 2 spins, since we will count every 100 PV per receipt).

The following **orders** will be counted:

- **Experience Center Order** – Orders placed via the Experience Center counter on July 8 (same-day purchase)
- **Virtual Office Order for Pick Up** – Orders paid from July 5 to 8 via Virtual Office for Experience Center pick up on July 8

Example:

- Order from July 5 via Virtual Office processed for Experience Center pick up will be counted if picked up on July 8
- Order from July 3 via Virtual Office processed for Experience Center pick up will NOT be counted (not part of 3-day pick up timeframe).



Important Note:

The Experience Center will be **strictly enforcing its 3-day rule for picking up orders/enrollments/Bulk Orders**. This means that only orders placed from July 5 to 8 for pick up will qualify for the July 8 freebies. Any orders unclaimed on will be considered as uncollected orders.

- **Bulk Order** - Orders that are part of a Bulk Order request submitted either via the following channels prior to July 8:
 - Express Help Jotform (bit.ly/YLPHBulkOrders)
 - Email (bulkorder.ylph@youngliving.com)

Important Note:

Bulk Order should be processed and approved by Member Services prior to July 8 to qualify for event freebies. The last cut off of Bulk Order approvals will be on July 7, 6PM via email confirmation. Kindly present your email confirmation to the Information Counter on the event day to be guided on claiming.

For more info on Bulk Order, visit:

www.youngliving.com/en_ph/company/order-delivery

Until when can I have access to the Abundance Wheel?

All enrollment or ordering transactions are only open from July 8, 10AM until the 6PM cut off:

- Enrolling / Verifying enrollments from prior days for pick up
- Purchasing / Verifying purchases from prior days for pick up
- Bulk Order Verification

Spinning the Abundance Wheel and releasing of orders and freebies may extend beyond 6PM. Your order will be qualified for an Abundance Wheel spin as long as the orders are processed / verified before 6PM.

Spinning the Abundance Wheel is only limited to those adults who have qualified orders (above 18 years old).



Can I spin the Abundance Wheel and claim the prize on behalf of other people?

For enrollments, either the enroller or enrollee can spin on each other's behalf in the instance that one cannot make it to the event. We will only credit 1 spin to every qualified enrollment (either enroller or enrollee to spin).

For 100 PV qualified orders and Bulk Pick Up orders, only the member who placed the order or the authorized representative for pick up can spin the wheel.

What prizes do I get when I buy the newly launched product (Essentialzymes 4)?

Members can qualify for the Insulated Bag freebie when they **buy and pick up** their order containing Essentialzymes 4 on July 8. Orders on Quick Order or Essential Rewards will qualify.

The freebie is limited to 1 per member only.

- The freebie is limited to 1 per member and can be claimed at the Experience Center only until the 6pm cut off, or until supplies last only.
 - The releasing of orders and freebies may extend beyond 6PM. Your order will be qualified for the freebie as long as the orders are processed / verified before 6PM.
- Orders placed on July 8 will qualify whether it is placed via Virtual Office or at the Experience Center. Orders for regular delivery will not qualify for the Insulated Bag freebie.

Example:

- I ordered 10 Essentialzymes 4 boxes, I will only get 1 Insulated Bag freebie
- I attended the event and purchased five (5) Essentialzymes 4 boxes with house delivery as shipping method, I will not qualify for this gift since it's only exclusive to Experience Center order placement or Experience Center pick up.
- I ordered Essentialzyme 4 on July 8 via Virtual Office, but I failed to pick it up at the Experience Center on July 8. I will not get the freebie anymore.



How soon can I buy the newly launched product (Essentialzymes 4)?

Essentialzymes 4 will be available for purchase in the Virtual Office or Experience Center as early as 10AM on July 8.

Members can qualify if the order is placed via the Experience Center counter, or via the Virtual Office for Experience Center pick up – as long as the order is placed and claimed within July 8 before the 6PM cut off time of ordering. Only available until supplies last.

Members can either buy the following to qualify:

- Essentialzymes 4 (solo) – Available on QO & ER, limit to 2 per member
- Any related promo bundle that contains Essentialzymes 4 - No limits

Is there a Pick Up Center promo?

Members that cannot go to the Experience Center Manila or Davao and opt to visit our Baguio and Cebu Pick Up centers where they can enjoy 2 types of freebies:

• Trial Pack

- Pick up an order worth 50 PV on QO or ER in Cebu or Baguio to get the trial pack for free. Only 1 availment per person only.
- The trial pack contains 2 sachets of Essential Probiotics Plus and 4 capsules (2 dual dose) of Essentialzymes 4.

Example: If I placed a 50 PV order and already got the trial pack freebie, will I get free sachets again if I place another 50 PV order on another day? No, this promo is a one-time availment only.

• Abundance Wheel Spin

- For every enrollment with any enrollment set on Essential Rewards, get 1 spin.
- For every 100 PV on ER or QO, get 1 spin.

Example: I already qualified, spinned and received my gift. Can I spin again if I return to the pick up center and place another 100 PV order? Yes, you may qualify to spin again if you place another separate qualifying order.



How do I qualify for the Enroller-Enrollee Gift?

Enroll a new member with any enrollment set on Essential Rewards to qualify for the enroller and enrollee gift. All gifts are available **starting July 8, 10AM until 6PM transaction cut off or until supplies last.**

- **Enroller Gift**
 - Seed to Seal Story Collection - Three 10ml oils (Lavender, Peppermint & Tea Tree) in a special label and box
 - IEOD Collectible Mug

- **Enrollee Gift**
 - Eucalyptus Radiata 5ml
 - IEOD Collectible Mug

The following **enrollment orders** will be counted:

- **Experience Center Enrollment** - Enrollment placed via the Experience Center counter on July 8 (same-day enrollment)

- **Virtual Office Enrollment for Pick Up** - Enrollment from July 5 to 8 placed via Virtual Office for Experience Center pick up on July 8

Example:

- Enrollment from July 5 via Virtual Office processed for Experience Center pick up will be counted if picked up on July 8.
- Enrollment from July 3 via Virtual Office processed for Experience Center pick up will NOT be counted (not part of 3-day pick up timeframe).

Important Note:

The Experience Center will be **strictly enforcing its 3-day rule for picking up orders/enrollments/Bulk Orders**. This means that only orders placed from July 5 to 8 for pick up will qualify for the July 8 freebies. Any orders unclaimed on will be considered as uncollected orders.

- **Bulk Order** - Enrollments that are part of a Bulk Order request submitted either via the following channels prior to July 8:
 - Express Help Jotform (bit.ly/YLPHBulkOrders)
 - Email (bulkorder.ylph@youngliving.com)

Important Note:

Bulk Order should be processed and approved by Member Services prior to July 8 to qualify for event freebies. The last cut off of Bulk Order approvals will be on July 7, 6PM via email confirmation. Kindly present your email confirmation to the Information Counter on the event day to be guided on claiming.



For more info on Bulk Order, visit:

www.youngliving.com/en_ph/company/order-delivery

Example:

- I placed an enrollment order on July 1 with delivery to my house as the shipping method, can I go to the EC on July 8 to qualify for enrollee-enroller gift?
 - No, only enrollment orders under Essential Rewards placed in the VO from July 5 to 8 with Experience Center pick up as the delivery method will qualify for the Enroller-Enrollee Gift.
- Enrollments placed at the Experience Center counter on July 8 will qualify for the enroller-enrollee gifts.
- Enrollments placed via Virtual Office prior to July 5 will not qualify for the enroller-enrollee gifts.

I personally enrolled more than 1 person at the event, am I qualified for multiple Enroller gifts?

No, a maximum of 1 enroller gift (Seed to Seal Collection & IEOD Collectible Mug) will be given.

Strictly 1 availment per person only:

- The **enroller** can only get 1 set of Enroller Gift, no matter the number of new enrollments processed within the day.
- The **new enrollee** can only get 1 set of Enrollee Gift.
- Either the enroller or the enrollee must be present to claim the 2 types of gifts. The enroller or enrollee may claim the gifts on each other's behalf.

Example:

- If I am an enroller, and I am at the Experience Center during the event, and I have enrolled 3 enrollment sets under Essential Rewards via VO with Experience Center pick up shipping method - how many enrollee-enroller gifts do I and my 3 enrollees get?
 - **Enroller** - You will only get 1 enroller gift (Seed to Seal Story Collection and IEOD Collectible Mug), since our enroller gift is limited to 1-time availment only. This can be picked up by either enroller or enrollee.
 - **Enrollee** - One enrollee gift per qualified enrollee. Total of 3 gifts that can be picked up by either enroller or enrollee (Eucalyptus Radiata 5ml & IEOD Collectible Mug)



Will I qualify to the enroller-enrollee gift if the enrollment date is July 1?

No, only enrollments from July 5 to 8 will qualify for the enroller – enrollee gifts given that the enrollments are under on Essential Rewards (enrolled from any enrollment set), and meets the following criteria:

The following **enrollment orders** will be counted:

- **Experience Center Enrollment** - Enrollment placed via the Experience Center counter on July 8 (same-day enrollment)
- **Virtual Office Enrollment for Pick Up** - Enrollment from July 5 to 8 placed via Virtual Office for Experience Center pick up on July 8

Example:

- Enrollment from July 5 via Virtual Office processed for Experience Center pick up will be counted if picked up on July 8.
- Enrollment from July 3 via Virtual Office processed for Experience Center pick up will NOT be counted (not part of 3-day pick up timeframe).

Important Note:

The Experience Center will be **strictly enforcing its 3-day rule for picking up orders/enrollments/Bulk Orders**. This means that only orders placed from July 5 to 8 for pick up will qualify for the July 8 freebies. Any orders unclaimed on will be considered as uncollected orders.

- **Bulk Order** - Enrollments that are part of a Bulk Order request submitted either via the following channels prior to July 8:
 - Express Help Jotform (bit.ly/YLPHBulkOrders)
 - Email (bulkorder.ylph@youngliving.com)

Important Note:

Bulk Order should be processed and approved by Member Services prior to July 8 to qualify for event freebies. The last cut off of Bulk Order approvals will be on July 7, 6PM via email confirmation. Kindly present your email confirmation to the Information Counter on the event day to be guided on claiming.

For more info on Bulk Order, visit:

www.youngliving.com/en_ph/company/order-delivery



Until when can I claim the enroller-enrollee gifts?

All enrollment transactions (enrolling or verifying enrollments from prior days) is open from July 8, 10AM until the 6PM cut off.

Releasing of orders and freebies may extend beyond 6PM. Your order will be qualified as long as the orders are processed / verified before 6PM.

How can I qualify for the IEOE Enroll 4 Promo?

All enrollers who hit a minimum of 4 enrollments processed and paid for within the day of July 8, will get an Ignite Diffuser or Lilac Wonderful Diffuser for free at the Experience Center.

The IEOE Enroll 4 gift is only available until supplies last. Enroller must be physically present, cannot have proxy to claim.

Important Note:

The Lilac Wonderful Diffuser will be available once the Ignite Wall Diffuser has been exhausted.

Enroller must provide a valid ID to claim the prize.

The following enrollment orders will be counted:

- **Experience Center Enrollment** - Enrollment placed via the Experience Center counter on July 8 (same-day enrollment)
- **Virtual Office Enrollment for Pick Up** - Enrollment placed via the Virtual Office, paid on July 8, and pick up their order at Experience Center on July 8
- Example:
 - Enrollment from July 5 to 7 processed for Experience Center pick up will not be qualified.
 - Enrollment placed on July 8 via VO but will pick it up after July 8 will not be qualified. Only enrollment orders placed on July 8 and will be picked up on the same day are qualified.



How many times can I qualify for the IEOE Enroll 4 Promo?

The freebie is limited to 1 per member only.

- Example: I enroll 8, do I get 2 Ignite Diffusers? No, only 1 freebie for every qualified member.

Enrollers must complete the 4 enrollments (processed, paid and picked up) before proceeding to the claiming area to get their IEOE Enroll 4 gift. Incomplete, unpaid or unclaimed enrollments will not be entertained.

Until when can I claim the IEOE Enroll 4 Gift?

All enrollment transactions (enrolling or verifying enrollments) is open from July 8, 10AM until the 6PM cut off.

Releasing of orders and freebies may extend beyond 6PM. Your order will be qualified as long as the orders are processed / verified before 6PM.

The IEOE Enroll 4 gift (Ignite Diffuser or Lilac Wonderful Diffuser) is only available until supplies last on a first-come, first-served basis. Enroller must be physically present, cannot have proxy.