

### 1. How can I place my order(s) for pick up at the Pick-Up Center Cebu?

Upon order checkout in the Virtual Office, select Pick-Up Center Cebu under the Shipping Method. There will be a message prompt with reminders and instructions to guide you on your preferred shipping method.

## PICK-UP CENTER CEBU

### FREQUENTLY ASKED QUESTIONS

### 2. When can I pick up my order(s) at the Pick-Up Center Cebu?

You may visit our Pick-Up Center Cebu located at Raintree Mall, No. 528 General Maxilom Avenue, Cebu City (Ground Floor, beside Bo's Coffee) from Tuesdays to Saturdays, 10 AM to 6 PM.

*Please note that only paid orders (Quick Order, Essential Rewards, and Rewards Points redemption) are available for Pick-Up Center Cebu. It should show "Shipping Status Pending" in Virtual Office.*

### 3. When I choose Pick-Up Center Cebu as the shipping option, can I still choose Cash as my payment preference?

Cash is not available as a payment option. Upon check out, orders should be paid via credit card, account credits, or Dragonpay.

*When using Dragonpay as your mode of payment, please consider the payment posting lead time of 24 to 48 hours. Please wait for your payment status to change from Pending to Paid.*

### 4. How long will my order(s) be stored in the Pick-Up Center Cebu?

We will strictly implement a 3-day holding period of orders in the Pick-Up Center Cebu from the date the orders have been created. Unclaimed order(s) will be shipped to member's address on file. Order for shipping will be processed and dispatched from Manila Warehouse (within 7 days delivery lead time). Shipping cost will be charged either to the member's credit card on file or account credits, whichever is available. In case these 2 payment credits are not available, we will leave an A/R owing on your account and will be charged to your future commissions.

Below is a guide to help you schedule your order pick-up depending on when orders have been created:

ORDER CREATION DAY	LAST DAY TO PICK UP
MONDAY	THURSDAY
TUESDAY	FRIDAY
WEDNESDAY	SATURDAY
THURSDAY	TUESDAY
FRIDAY	WEDNESDAY
SATURDAY	THURSDAY
SUNDAY	THURSDAY

### 5. How much is the handling fee at the Pick-Up Center Cebu?

A handling fee of Php 156.25 (plus 12% vat) will be included upon check out. This handling fee is non-refundable in case of unclaimed order.

## 6. What do I need to bring or prepare when picking up my order(s)?

You will be required to fill out a pick-up form at the Pick-Up Center Cebu. Please prepare your order ID, member ID and at least 1 valid ID. We highly encourage that you bring your own pen for hygiene purposes. Kindly bring enough reusable bag/s to hold all your orders.

**NOTE: FOR SECURITY, WE WILL TAKE A PHOTO OF THE RECEIVER AS PART OF THE RECEIVING PROCESS.**

## 7. Can I have a representative pick up my order(s) on my behalf?

Yes. Your representative will be asked to present his/her identification (ID) card, your signed authorization letter\*, and your valid ID.

- \*A copy of the signed authorization letter may also be emailed prior to the pick up visit for your convenience. Email a clear scanned copy to [pickupcentercebu@flyinghighexpress.net](mailto:pickupcentercebu@flyinghighexpress.net)

The representative will be required to fill out a pick-up form at the Pick-Up Center Cebu so he/she should know your order ID and member ID. Kindly remind your representative to bring a pen and enough reusable bag/s to hold all your orders.

**NOTE: FOR SECURITY PURPOSES, WE WILL TAKE A PHOTO OF THE RECEIVER AS PART OF THE RECEIVING PROCESS.**

*Third party logistics pick up such as, but not limited to, Grab, Lalamove, and Mr. Speedy are not allowed.*

## 8. Can you still accommodate bulk order requests?

Yes, members may pick up Bulk Orders with a minimum of 3 paid orders at Cebu Pick-Up Center.

Here are the Bulk Order guidelines:

- Fill out this jot form link found in Express Help page: [bit.ly/YLPHBulkOrders](https://bit.ly/YLPHBulkOrders) with the necessary details. To manage volume requests, the jot form link will be only open from Mondays to Saturdays, between 10AM to 2PM, and will close at 2:01 PM. Bulk order requests will be acknowledged via email.
- There should be a minimum of 3 paid orders per request. • Bulk orders will be available for pick up on the NEXT business day. Once orders have been prepared and packed, members will receive an email with the bulk order reference number.
- From the request date, the member is given a maximum of 3 days to pick up the bulk orders. Any unpicked bulk orders beyond this time frame will be shipped to the default shipping address on each account. Shipping charges will be credited to the card on file or to the available account credits.
- Bulk order queue is separate from regular orders. During pick up, members should get a bulk order number from the Quebee machine, fill out the bulk order form and provide the bulk order reference number.
- An ID is required to be presented before the orders are released. In case a representative will pick up your orders, he/she should have your signed authorization letter, your ID and his/her ID too.

**9. Should I fail to bring my own reusable bag, will you issue a paper bag instead?**

Young Living Philippines seriously takes its part in conserving our environment. We are currently implementing the Bring Your Own Bag (BYOB) campaign. Plastic, paper bags, and boxes will not be issued at the Pick-Up Center Cebu.

The YL Reusable Canvas Bag is available for purchase in the Virtual Office under the Quick Order Catalog for only P150 for the XL size. Please note that Pick-Up Center Cebu cannot accommodate cash transactions at the moment.

New members who will pick up their Enrollment Set at the Pick-Up Center Cebu will receive a YL Reusable Canvas bag in XL size for free.

**10. Aside from picking up my orders at the Pick-Up Center Cebu, can I do other transactions to maximize my visit?**

Members can only pick up paid orders at the Pick-Up Center Cebu. We will not be able to accommodate the following transactions and activities:

- Payment processing for unpaid orders
- New order processing, whether on Quick Order, Essential Rewards or Rewards Points redemption.
- Paid order modification
- Account maintenance
- Third party logistics pick up such as, but not limited to, Grab, Lalamove or Mr. Speedy
- Onsite member enrollment
- Product returns and replacement.
- Product experience and product photography.
- Group meetings at the training rooms.

Kindly reach out to our Member Services through the following channels for any paid order modification, order cancellation and payment concerns prior to picking up the orders:

- Hotline - 8249-9555
- Chat - [https://www.youngliving.com/en\\_ph](https://www.youngliving.com/en_ph)
- Email - [custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com)

### 11. Can someone help me with enrollment in the Pick-Up Center Cebu?

Until further notice, we're unable to accommodate any enrollment processing in Pick-Up Center Cebu.

New members should sign up at <https://www.youngliving.com/vo/#/signup/new-start>. Upon check out, Pick-Up Center Cebu may be chosen as the preferred shipping method. Refer to this table for the pick-up schedule guide depending on when the enrollment has been made:

ONLINE ENROLLMENT DAY	LAST DAY TO PICK UP
MONDAY	THURSDAY
TUESDAY	FRIDAY
WEDNESDAY	SATURDAY
THURSDAY	TUESDAY
FRIDAY	WEDNESDAY
SATURDAY	THURSDAY
SUNDAY	THURSDAY

As a welcome gift, all new members who will pick up their Enrollment Set at the Pick-up Center Cebu will be given a FREE YL Reusable Canvas Bag in XL size.

For any assistance needed, you may reach out to our Member Services through the following channels:

- Hotline - 8249-9555
- Chat - [https://www.youngliving.com/en\\_ph](https://www.youngliving.com/en_ph)
- Email - [custserv.ph@youngliving.com](mailto:custserv.ph@youngliving.com)

### 12. What are the health protocols in the Pick-up Center Cebu?

To ensure safety of all the working staff in the Pick-up Center Cebu and our visiting members, we will strictly observe and implement the following:

- Only a maximum of 3 members/representatives can enter the premises at the same time.
- Temperature will be checked before entering. Anyone with temperature higher than 37.2 °C will not be allowed entry.
- Regulations set by the IATF and LGUs will be strictly followed.
- Social distancing will be observed. A seating arrangement will be followed.
- A marshal will be stationed to manage the flow inside the premises.
- Hand sanitizers will be stationed in prominent areas.

### 13. Do you have parking available?

Pay Parking is available inside the Rain Tree Mall.