

# THE GREAT HOLIDAY SALE

Available on Quick Order only from  
October 16 to 20 or until supplies last

## FREQUENTLY ASKED QUESTIONS

### Section 1: PROMO

**1. Where can I see The Great Holiday Sale in my Virtual Office (VO)?**

On the Quick Order catalog in VO, a special category called **The Great Holiday Sale (2023)** will be created. It will have all the special codes for all holiday sale promotional items and bundles, running from October 16, 10AM to October 20, 11:59PM, 5-day sale for our 5 years in the Philippines.

**2. Can I start adding The Great Holiday Sale promo items to my cart before 10AM?**

All promo items of The Great Holiday Sale will be available for carting and for checking out at exactly 10AM.

**3. Will the promo follow the regular item codes?**

No. Special discount and bundle codes have been created for all promo items of The Great Holiday Sale. Make sure you purchase using the promo codes. Otherwise, you will not enjoy the discounts.

**4. I accidentally carted and checked out the regular codes. Can my order be manually adjusted to reflect the correct promo prices?**

We will turn off on Quick Order the regular codes of the promo items at 9AM. If you are still seeing the regular codes in your VO, please do not cart and check them out. You may refer to the cheat sheet that we will be releasing before the promo starts. It has the complete list of codes with the product/bundle name as well as the discount scheme.

**5. Is there a maximum number of discounted promo items I can purchase?**

Aside from WanderBliss Diffuser, all Philippine-based members can purchase the promo items on Quick Order (QO) in unlimited quantities from October 16, 10AM to October 20, 11:59PM, or until supplies last.

WanderBliss Diffuser has a limit of 5 per member during the promo period.



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## 6. Why does WanderBliss Diffuser have a PV value unlike other standalone diffusers?

WanderBliss Diffuser is a special offer diffuser with PV value.

## 7. Does WanderBliss Diffuser come with an essential oil?

No. WanderBliss Diffuser is a standalone product and does not have any essential oil included.

## 8. Is there a limit to the number of free items that I can avail?

Every qualified order (minimum of 200 PV worth of On-The-Ground products on QO in a single receipt) is entitled to an Oil Holder Pouch. You can place as many qualified orders/transactions as you want within the promo period to get the free items per order. Note that the free items are on a first come, first served basis and will be on a while stocks last status.

Example:

- 250 PV QO worth of purchase in a single order = 1 pouch freebie
- 400 PV QO worth of purchase in a single order = 1 pouch freebie
- Two (2) separate orders worth 100 PV QO worth of purchase = No pouch freebie
- Two (2) separate orders worth 200 PV QO worth of purchase = 2 pouch freebies

## 9. Can I include other products in my 200 PV QO order within the promo period to get the free item?

Yes, you may include other Young Living On-The-Ground products in your Quick Order purchase to meet the 200 PV in a single order requirement.

*Note: Free Item (Peach Leather Keychain Pouch) will only be available from October 16, 10AM to October 20, 11:59PM or until supplies last.*

## 10. Can I mix and match BOGO items?

No. The BOGO sets are fixed.



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**11. When can I receive my order?**

For orders from Metro Manila and Rizal (selected areas) that are paid on or before 9AM, same day delivery will apply. To learn more, visit: <https://bit.ly/YLPH-Updates>

**12. Will I receive PV gifts for an order worth 250PV?**

Yes. All orders of at least 250 PV during The Great Holiday Sale will include the free PV promo items too. The PV items for the month are Vanilla 5ml for 250 PV and Northern Lights Black Spruce for 300 PV.

**13. In case I encounter any concerns on my enrollment, reactivation, or my holiday sale purchase, can I reach out to Member Services team?**

Yes, you may reach out to our Member Services through the following channels:

Mondays to Fridays, 10 AM to 7 PM

Hotline (632) 8249-9555.

Toll-free number 1-800-1118-0022 for Smart/PLDT subscribers.

Toll-free number 1-800-8976-3524 for Globe subscribers.

Chat: [https://www.youngliving.com/en\\_ph](https://www.youngliving.com/en_ph)

JotForm: <https://linktr.ee/ylphmemberservices>

Live Help (Chat only) will extend on Saturday (October 21), from 10 AM to 7 PM



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## Section 2: PAYMENT

### 1. Can I use my ER points to pay for my holiday sale orders?

No. The Great Holiday Sale promos are available on Quick Order only. You may pay via Card, Dragonpay, or Account Credits (or cash via Experience Center).

### 2. I placed and paid my orders within the promo duration but there have been payment concerns (insufficient fund on my debit card, bank declined payment). Can I still avail my orders?

All orders placed that have payment challenges should be settled on or before October 27, 7pm, 7 days from end of promo, through Member Services (see details on Section 1: Promo, FAQ#13). All unpaid orders beyond this will no longer be accommodated for reprocessing.

*Note: All orders paid after October 20<sup>th</sup> will not be included in the raffle list.*

### 3. If I process 2 separate orders within the same day, will my orders be consolidated so that I will only pay the shipping fee once?

There will be no consolidation of orders. Each order you place will correspond to a shipping fee (for delivery). Alternatively, we recommend choosing self-pick up at Baguio or Cebu Pick Up Center (with handling fee) or pick up at Manila or Davao Experience Center (no shipping/handling fee).



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## Section 3: REACTIVATION AND ENROLLMENT

### 1. Can the promo be available by inactive members?

Inactive members are welcome to avail of this promotion. To reactivate, kindly click this link: [Reactivation JotForm](#). Or you may get in touch with Member Services (please see details on Section 1: Promo, FAQ#13).

For faster processing, please prepare your member ID, PIN, sponsor, and enroller information. If account is inactive for less than 24 months, you only need to purchase at least 50PV order. If account is inactive for more than 24 months, you need to either purchase an Enrollment Set or any products worth at least 100 PV. Account holders should be the one requesting for reactivation via phone call.

### 2. Can The Great Holiday Sale items be part of my reactivating order?

Yes, the Young Living Holiday Sale items you purchased will be considered to reactivate your account.

### 3. I am not yet a YLPH member, but I want to avail The Great Holiday Sale promos. Can I sign up on October 16 and cart the promo items too?

Yes, sign up with any available enrollment set (Premium Experience Set or Inner Wellness Set). Before checking out, you may add any promo items you prefer.

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## Section 4: RAFFLE

### 1. How can I qualify for the daily raffle promo?

- All paid orders minimum of 200 PV on Quick Order (single receipt) qualifies for 1 ticket raffle.
- Only paid orders from October 16 to 20 will be qualified.
- The actual raffle will happen starting on October 17 (counting October 16 paid orders) and goes on until Monday, October 23 (there will be no raffles over the weekend).
- Non-winning entry will be carried over to next day's raffle.
  - o Ex. If you have a qualified order on October 16, but couldn't win in the October 17 raffle draw, your qualified entry will still be included in the succeeding raffle draws from October 18 until 23.
  - o The earlier you place your qualified order, the more chances of winning the raffle since you will be counted in the raffle draws for the succeeding days.
- Daily Raffle Prizes: one (1) winner of Rose 5ml and two (2) winners of Lilac Wonderful Diffuser.

### 2. Will I be qualified for the Daily Raffle if I have 2 separate 100 PV Quick Order purchases?

No. Qualified orders must be single receipt only of at least 200PV.

### 3. If I purchased 400 PV on Quick Order single receipt, will I have 2 raffle entries?

No. Raffle entries are based on every minimum 200 PV single receipt purchase.

### 4. When will I receive my Daily Raffle prize?

Complimentary orders will be processed to the winners' accounts on October 23, 2023, Monday. The order will follow the usual delivery time frame depending on the address on file.

### 5. Will I be included in the succeeding Daily Raffle if I have won on the first day?

No. Winners will already be removed from the existing raffle list. But if you have 2 entries, only 1 entry will be removed from the list. The more qualified separate orders you place (minimum of 200 PV QO order), the more chances of winning the raffle.