



## YL GO AND YL GO+

Subscribe and take advantage of a subscription that offers fast, easy, and free shipping credits with priority order processing—exclusively for our Essential Rewards (ER) members! These subscriptions could save you over \$122.64—or more than 10 times the amount you are currently paying each year!\*

### SUBSCRIBE AND SAVE

We want to make it quick and easy for you to get the products you love. That's why we're proud to offer two subscription options with the convenience and speed of priority handling and included shipping credits that bring your must-have-now Young Living products to your doorstep faster! Choose the subscription that's right for you, and if you change your mind, you can cancel within 20 days of subscribing! Be sure to subscribe soon while our introductory offers are still available!



With YL Go's introductory offer, you'll get:

- 12 ER shipping credits, plus 1 bonus credit, for 13 months of hassle-free shipping; get 12 ER shipping credits each year after
- Priority order processing
- \$10 flat-rate overnight shipping
- \$59
- 12 months



With YL Go+, you'll get extra flexibility, including:

- Shipping credits for 12 ER orders, plus 24 flex credits that can be used on Quick Order shipments during the first 12 months
- The flexibility of choosing Essential Rewards orders or Quick Orders
- Priority order processing
- \$10 flat-rate overnight shipping
- Discounted standard shipping on orders once all shipping credits have been used
- \$129
- 12 months

Sign up for Essential Rewards at [YoungLiving.com/EssentialRewards](http://YoungLiving.com/EssentialRewards) to unlock access to your YL Go subscription!

**ALREADY AN ESSENTIAL REWARDS MEMBER?  
SUBSCRIBE TO YL GO NOW AT [YLGO.COM](http://YLGO.COM)!**

Have limited internet access? No problem! Print a copy of our Terms & Conditions for YL Go, select the plan you desire, include your member number and signature, and mail to:

Young Living Essential Oils  
Attn: YL Go Enrollment – Member Services  
3125 Executive Parkway  
Lehi, UT 84043



## FREQUENTLY ASKED QUESTIONS

### GENERAL QUESTIONS

#### Q. WHAT IS YL GO?

A. YL Go is Young Living's newly announced shipping subscription available exclusively to our Essential Rewards (ER) members. A YL Go subscription offers 12 shipping credits, and a YL Go+ subscription offers 36 total shipping credits.

#### Q. HOW DO I SIGN UP FOR YL GO OR YL GO+?

A. If you are already an Essential Rewards member, visit [YLGo.com](http://YLGo.com) to subscribe to YL Go or YL Go+. If you are not an Essential Rewards member, sign up for Essential Rewards at [YoungLiving.com/EssentialRewards](http://YoungLiving.com/EssentialRewards) to unlock access to your YL Go subscription. You can also enroll in Essential Rewards and YL Go or YL Go+ in your Virtual Office by signing in at [YoungLiving.com/VO](http://YoungLiving.com/VO).

#### Q. ARE THERE OTHER WAYS TO SIGN UP FOR YL GO IF I HAVE LIMITED OR NO ACCESS TO THE INTERNET?

A. Yes. If you don't have access to the internet for any reason, print a copy of our Terms & Conditions for YL Go, select the plan you desire, include your member number and signature, and mail to:

Young Living Essential Oils  
Attn: YL Go Enrollment – Member Services  
3125 Executive Parkway  
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#### Q. HOW DO I SIGN UP FOR YL GO OR YL GO+?

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### PRICING

#### Q. HOW MUCH IS YL GO?

A. The introductory price is \$59 for YL Go and \$129 for YL Go+. These prices are introductory and temporary. We have not yet determined how long this introductory price will be in effect. When we have determined a timeframe, price changes will be communicated prior to the price increase.

#### Q. ARE THE YL GO AND YL GO+ SUBSCRIPTIONS AUTOMATICALLY RENEWED AND CHARGED ON THE ANNIVERSARY DATE?

A. Yes. YL Go and YL Go+ subscriptions will be renewed and the card on file will be charged on each anniversary date. The annual pricing may fluctuate from year to year upon renewal, and an email reminder will be sent each year one month prior to renewal.

#### Q. CAN I UPGRADE FROM YL GO TO YL GO+?

A. Yes! You can upgrade from YL Go to YL Go+ at any time. Any unused shipping credits will be calculated and deducted from the price of the YL Go+ subscription. The remaining price will be charged to the card on file. The upgrade can be made in your Virtual Office dashboard.

#### Q. CAN I CANCEL MY YL GO SUBSCRIPTION?

A. With both YL Go and YL Go+, you can cancel within 20 days of subscribing for a full refund. If you cancel outside the 20-day grace period, your subscription will be ineligible for a refund; the subscription will be good through the end of the 12-month cycle and will not auto-renew.

#### Q. IS THERE A TAX ON THE SUBSCRIPTION?

A. Yes. The subscription is taxable under IRS guidelines. This tax is a one-time annual charge. No additional taxes will be paid on the shipping costs.

#### Q. IF I UPGRADE FROM YL GO TO YL GO+, DO I HAVE TO PAY ADDITIONAL TAXES?

A. Yes. Additional taxes will be due when upgrading from YL Go to YL Go+. Taxes will vary based on the retroactive upgrade rates.

#### Q. CAN I START USING THE SUBSCRIPTION RIGHT NOW IF I PAID FOR YL GO+ AND WANT TO START REDEEMING ESSENTIAL REWARDS POINT ORDERS?

A. Yes. You can start using the credits immediately. Remember, ER point orders are considered Quick Order shipments and qualify only with a YL Go+ subscription.

#### Q. WHAT IF I WANT TO GIVE AWAY A YL GO OR YL GO+ SUBSCRIPTION?

A. We have a lot of exciting enhancements that you will see roll out with YL Go and YL Go+, including gifting options and so much more. These enhancements will be communicated as they become available. This is just the beginning for what's in store with our new YL Go shipping subscription!



## FREQUENTLY ASKED QUESTIONS

### Q. ARE YL GO SUBSCRIPTIONS FOR A CALENDAR YEAR OR SIGN-UP DATE TO SIGN-UP-RENEWAL DATE?

A. YL Go subscriptions are from sign-up month to sign-up month. For example, if you sign up on any day in October 2018, your renewal date will be October 31, 2019.

### Q. WHAT HAPPENS IF A MEMBER SIGNS UP FOR YL GO OR YL GO+ AND CANCELS THEIR ESSENTIAL REWARDS SUBSCRIPTION?

A. These credits will remain on the account and be reinstated if the member reactivates on Essential Rewards before their YL Go or YL Go+ renewal date or end of subscription date.

## SHIPMENTS AND ORDERS

### Q. HOW MANY SHIPMENT CREDITS COME WITH THE BASIC YL GO SUBSCRIPTION?

A. YL Go gives you 13 Essential Rewards order shipping credits (12, plus 1 bonus Essential Rewards order shipping credit) for 13 months of hassle-free shipping for your first year only. Your subscription comes with 12 shipment credits each year after.

### Q. HOW MANY SHIPMENT CREDITS COME WITH THE YL GO+ SUBSCRIPTION?

A. YL Go+ comes with 12 Essential Rewards shipping credits, plus 24 more that can be applied to Quick Orders.

### Q. WHERE CAN I SEE HOW MANY SHIPPING CREDITS I HAVE REMAINING?

A. You can find your available shipping credits in your Virtual Office dashboard. There is a tab labeled "YL Go" that will give you all the information you need about your subscription.

### Q. WHAT IS THE 13TH CREDIT FOR ON THE BASIC YL GO PLAN?

A. The 13th Essential Rewards order shipping credit is technically a bonus 13th-month order. For example: September 1, 2018, to September 30, 2019, is 13 months.

### Q. WILL THE RECURRING PAYMENT BE AFTER THE 13TH MONTH ON THE BASIC YL GO PLAN?

A. Yes. The payment will be after the 13th month. If you signed up on September 1, your renewal date won't be until October 1, 2019. This is for the first year only; each year after will be 12 Essential Rewards order shipments.

### Q. DOES YL GO+ ALLOW MEMBERS TO USE QUICK ORDER SHIPMENTS TO SEND PRODUCTS TO FAMILY OR FRIENDS WITH A DIFFERENT ADDRESS THAN THE ONE ON FILE?

A. Yes. You can ship to multiple addresses with YL Go (Essential Rewards order shipments) and YL Go+ (Essential Rewards order shipments and Quick Order shipments).

### Q. CAN YL GO AND YL GO+ BE USED ON SALES OR PROMOTIONS LIKE BLACK FRIDAY?

A. Yes. YL Go (Essential Rewards order shipments) and YL Go+ (Essential Rewards order shipments and Quick Order shipments) shipping credits can be used on any orders placed in Virtual Office and shipped from Young Living. If a promotion is available for Quick Order only, members will need a YL Go+ subscription to use their shipping credits for the promotion.

### Q. DOES YL GO ONLY WORK WITH YL CHOICE?

A. YL Go will be a new shipping option found in the dropdown menu during the ordering process. Use this option to use a YL Go or YL Go+ shipping credit.

### Q. I ORDERED WITH YL GO AND DIDN'T GET THE YL GO STICKER ON MY PACKAGE. WHY?

A. This process will take time to capture all YL Go shipments, but we are in the process of branding all YL Go packaging with the YL Go sticker.

### Q. WHAT HAPPENS IF I USE ALL MY SHIPPING CREDITS?

A. If you're subscribed to YL Go, you can upgrade to YL Go+ for additional shipping credits. If you're already subscribed to YL Go+ and have used all your 36 credits, you can still take advantage of discounted standard shipping with two flat-rate choices: 5-7 day mail shipping for \$4 or 4-6 day ground shipping for \$6.

### Q. DO SHIPMENT CREDITS ROLL OVER FROM MONTH TO MONTH?

A. Yes. Shipment credits roll over from month to month, so you can use them whenever you'd like during the 12-month subscription period. They expire at the end of 12 months, so don't hesitate to use them!

### Q. CAN ALL YL GO+ CREDITS BE USED ON EITHER ESSENTIAL REWARDS ORDERS OR QUICK ORDERS?

A. Twelve of the credits included in YL Go+ must be used on Essential Rewards orders; the remaining 24 credits can be used on Quick Orders.



## FREQUENTLY ASKED QUESTIONS

### Q. CAN YL GO SHIPMENTS BE USED TO SHIP ORDERS WITH ESSENTIAL REWARDS POINT REDEMPTION?

A. YL Go cannot be used on Essential Rewards point redemption orders because these are shipped as Quick Orders. However, YL Go+ shipments can be used to ship orders that are redeemed with Essential Rewards points.

### Q. IS OVERNIGHT SHIPPING AVAILABLE ON YL GO?

A. Yes! With both subscription plans, you can take advantage of \$10 flat-rate overnight shipping.

### Q. WHICH SHIPPING METHOD WILL BE USED FOR YL GO SHIPMENTS?

A. YL Go and YL Go+ may ship through OnTrac, LaserShip, USPS Priority Mail, USPS First Class Mail, and FedEx Ground. The carrier will be selected by Young Living.

### Q. IF SOMEONE ORDERS A PREMIUM STARTER KIT (PSK), ENROLLS IN ESSENTIAL REWARDS, AND SIGNS UP FOR YL GO, CAN THEY USE A YL GO SHIPMENT TO SHIP THEIR ORDER?

A. As of right now, no. We are working on an enhancement that will make this possible soon.

### Q. I SIGNED UP FOR YL GO ON AUGUST 30 OR 31, 2018. DOES AUGUST COUNT AS MY FIRST MONTH?

A. If a member signed up on August 30 or 31, 2018, when YL Go was launched, their effective date is September 1, and their renewal date will be September 30, 2019, so long as no shipment was pushed out in August with YL Go or YL Go+. If a member signed up on August 30 to 31, 2018, and pushed out a shipment using YL Go or YL Go+ during those two days, then their effective date is August, and their renewal date will be August 30, 2019.

### Q. IN THE WINTER MONTHS, EXPEDITED SHIPPING IS RECOMMENDED FOR NINGXIA RED 2-, 4-, 6-, AND 8-PACK BOTTLES. WILL THIS STILL BE RECOMMENDED WITH YL GO SHIPPING?

A. With our two warehouses (Spanish Fork and Memphis) and by using methods other than parcel post, the NingXia Red shipping issue in the winter should be alleviated. If you are still uncertain, overnight shipping can be selected for these orders.

## AVAILABILITY

### Q. WILL YL GO AND YL GO+ BE AVAILABLE TO HOUSEHOLDS IN ALASKA AND HAWAII?

A. Yes. Households in Alaska and Hawaii are eligible to sign up for YL Go and YL Go+. Please keep in mind that shipping timelines may be longer and product restrictions may apply due to items that are considered dangerous goods or extremely dangerous goods.

### Q. WILL YL GO AND YL GO+ BE AVAILABLE TO APO/ DPO/FPO MILITARY HOUSEHOLDS?

A. Yes. Military households are eligible to sign up for YL Go and YL Go+. Please keep in mind that shipping timelines will be longer and product restrictions may apply due to items that are considered dangerous goods or extremely dangerous goods.

### Q. WHAT ARE THE EXCLUDED PRODUCTS TALKED ABOUT IN THE TERMS & CONDITIONS?

A. We are not excluding any products! By law, certain products cannot be delivered overseas (Hawaii/Alaska/APO/FPO/DPO) if they are considered dangerous goods or extremely dangerous goods. These are the only products that would be restricted from YL Go shipping.

### Q. WILL YL GO AND YL GO+ BE AVAILABLE TO HOUSEHOLDS IN THE NORTHERN MARIANA ISLANDS, AMERICA SAMOA, PUERTO RICO, AND GUAM?

A. Members in the Northern Mariana Islands, America Samoa, Puerto Rico, and Guam are currently ineligible for YL Go and YL Go+. Thank you for your patience as we continue to roll out this plan to all markets.

### Q. IS U.S. DROPSHIP AVAILABLE FOR CANADA-BASED MEMBERS WHO PICK UP ORDERS IN THE U.S.?

A. No, but we have a phased approach that will include shipments to Canada soon. To sign up for the U.S. YL Go option, you must be a U.S. member.

### Q. ALASKA SHIPMENTS CURRENTLY USE UPS 2-DAY AIR, WHICH DELIVERS FAITHFULLY ON FRIDAY WHEN ORDERED ON MONDAY. IS THIS OPTION AVAILABLE WITH YL GO?

A. Yes. This shipment method will be available to Alaska members. UPS 2-Day Air and FedEx 2-day Air will be used when shipping with YL Go.

### Q. IF MEMBERS ARE IN AN NFR (NOT FOR RESALE) COUNTRY BUT HAVE THEIR ORDERS SHIPPED TO THE U.S., CAN THEY PARTICIPATE IN YL GO?

A. YL Go is not available to NFR markets. If they are categorized as NFR, they are not eligible. If they have a U.S. address and are categorized as U.S. and not as NFR, they should be able to take advantage of YL Go.