



## **New Starter Kit and Enrollment Process FAQs**

### **Q: When can a new distributor take advantage of the new enrollment process and kits?**

A: Beginning July 15, new distributors will be able to enroll with the new process at [youngliving.com/signup](http://youngliving.com/signup).

### **Q: Why is the online enrollment process changing?**

A: We have listened to your feedback and designed our new enrollment process to make Young Living products and our remarkable business opportunity more accessible and easy to understand. This refined process better helps new distributors discover the power of essential oils and the path that's right for them, whether they choose to become a product user, business builder, or both!

We also recognized the need for an improved approach to our educational materials. Our new kits include inventive booklets and guides that focus on intuitive solutions to building a Young Living business.

### **Q: How has online enrollment changed?**

A: When new distributors visit [youngliving.com/signup](http://youngliving.com/signup), they will be guided through an easy process that allows them to enroll in Young Living and also sign up for Essential Rewards with their choice of five all-new kits, all in one smooth sign-up process.

### **Q: Why should a new distributor order both a Starter Kit and an Essential Rewards Kit?**

A: Ideally, by the time a person decides to join Young Living, he or she will have had impactful experiences with Young Living's essential oils and essential oil-infused products. These kits build upon those experiences.

The Starter Kits are full of great essential oil samples, usage tips, and all-new product and business literature. The new Essential Rewards Kits are designed to help give you a deeper understanding of our new product categories (Home, Beauty, Wellness, and Balance) with our most popular items and provide opportunities to replace household products with all-natural Young Living alternatives.

### **Q: If I enrolled using the old process, do I need to re-enroll?**

A: No, your enrollment and Essential Rewards membership remain valid.

### **Q: What do the new Starter Kits include? How much do they cost?**

A: Our new Starter Kits are both affordable and designed to emphasize that a passion for essential oils is the foundation of membership in the global Young Living family.

- The Basic Starter Kit is \$40 and contains our newly reimagined product and business package, which includes Essential Oil Sample Packets, all-new product and business literature, and other popular product samples.
- The Basic Plus Starter Kit is \$75 and includes everything in the Basic Starter Kit, plus an easy-to-use Home Diffuser.
- The Premium Kit is \$150 and includes everything in the Basic Starter Kit, plus a Home Diffuser and an Everyday Oils collection.
- For our new members outside the U.S. who need the 220 volt diffuser or who can't receive the Frankincense in the Everyday Oils collection because of regulatory issues, we offer a fourth kit. This kit includes the Basis Starter Kit, the 220v Home Diffuser, and the Essential 7 collection. This International Premium Starter Kit will be sold for \$150.



**Q: Which Starter Kit qualifies for the \$25 Start Living Bonus?**

A: Members who order the Premium Starter Kit, which includes the Basic Starter Kit, the Home Diffuser, and the Everyday Oils kit for \$150, will receive the \$25 Start Living Bonus. Members who order the International Premium Starter Kit will qualify as well.

**Q: What do the new Essential Rewards Kits include? How much do they cost?**

- A:
- The Home Kit (Item No. 4627) is \$139 and includes Thieves Foaming Hand Soap, Thieves Dentarome Plus Toothpaste, 5-ml peppermint essential oil, NingXia Red 30-count singles, and much more.
  - The Wellness Kit (Item No. 4727) is \$139 and includes 15-ml Slique Essence essential oil blend, Life 5, NingXia Red 2 pack, and Longevity Softgels.
  - The Beauty Kit (Item No. 4728) is \$139 and includes Progescence Plus serum, ART Foaming Cleanser, Boswellia Wrinkle Cream, and ART Beauty Masque.
  - The Balance Kit (Item No. 4728) is \$139 and includes 5-ml Valor essential oil blend, 5-ml lavender essential oil, Stress Away Roll-On, and more.
  - The Lifestyle Kit (Item No. 4730) is \$139 and includes a NingXia Red 2 pack, 5-ml Thieves essential oil blend, Copaiba Vanilla Moisturizing Shampoo and Conditioner, and Stress Away Roll-On.

**Q: When I order a Starter Kit and one of the five new Essential Rewards Kits together, will I receive the discounted shipping associated with the Essential Reward Program?**

A: No, discounted shipping for Essential Rewards does not take effect until your first order after signing up. The initial order of the bundled enrollment package qualifies for standard shipping rates only.

**Q: What do I do with my old kits?**

A: Continue to enroll people as you normally would with the original kits. If you have surplus kits, you may choose to take them apart and use the different educational and product pieces for your business activities.

**Q: My old kits have coupons for diffusers. How long will those continue to be honored?**

A: Diffuser coupons from previous kits will be honored through December 31, 2013.

**Q: Can I still purchase the original Essential Rewards kits?**

A: Yes, they will continue to be available, but will not be featured in the new online enrollment process. You may choose from any new or original Essential Rewards Kit when creating your Essential Rewards order through Virtual Office.

**Q: Can someone still enroll in Essential Rewards with the original Essential Rewards kits?**

A: Yes; however, only the five new kits will be featured in the online enrollment process. If you wish to enroll using the original Essential Rewards kits, you must skip the Essential Rewards step during enrollment, then log into Virtual Office and manually enroll with the original Essential Rewards kits.

**Q: Can someone earn Essential Rewards points for the new starter kits?**

A: No. Points are only available for Essential Rewards orders. For example, if new distributors purchase a premium Starter Kit at 100 PV, plus a new Essential Rewards Kit at 139 PV on their enrolling order, they would only accrue 10 percent of the 139 PV.



**Q: Will the existing Start Living Kits be available for new enrollees?**

A: No, they have been replaced by the new starter kits (Basic, Basic Plus, and Premium).

**Q: Does the new enrollment kit include the Product Catalog?**

A: Yes, each new enrollee will receive a Product Catalog with their first order.

**Q: If a member doesn't initially sign up for Essential Rewards but wishes to do so later, does the member have to sign up with the new Essential Rewards kits?**

A: No. The member can choose to sign up with either the new Essential Rewards kits or the previous kits. The member can do this through Virtual Office.

**Q: Can I apply my \$30 enrollment credit to a new Starter Kit?**

A: Yes, your \$30 enrollment credit can be applied to the purchase of a new kit.

**Q: Can I purchase an individual starter kit online without going through the entire enrollment process?**

A: Yes, you can purchase an individual starter kit through Virtual Office. A Basic Starter kit is item number 4670, Basic Plus is 4671, and the Premium Starter Kit is 4672.