

Thank you for contacting Live Help. Please have your member number and PIN ready. A representative will be with you shortly.

Please wait for the next available operator.

We would like to remind our members that Young Living will be closed on Monday September 7th in observance of Labor day. We apologize for any inconvenience this may cause you. We will resume the following day, Tuesday September 8th, with our regular business schedule.

190 P.V.

- **15 ml Tangerine**
- **5 ml Lemon**
- **Bonus Essential Rewards Exclusive: 5 ml Aroma Life**

250 P.V.

- **15 ml Tangerine**
- **5 ml Lemon**
- **Mineral Essence (3.5 fl oz)**
- **Bonus Essential Rewards Exclusive: 5 ml Aroma Life**

300 P.V

- **15 ml Tangerine**
- **5 ml Lemon**
- **Mineral Essence (3.6 fl oz)**
- **10% in Essential Rewards Points**
- **Bonus Essential Rewards Exclusive: 5 ml Aroma Life**

[Click Here](#) to view

[Brittany F]

Hello Complains. Thank you for contacting Young Living's™ Live Help. My name is Brittany F.

If you have not yet provided your member number and PIN, please do so. Otherwise, we will be happy to assist you once we are connected.

[Complains] 2931188

1986

[Brittany F] Thank you, how can I help you?

[Complains] I was already talking to an operator just a moment ago and he said that he will look into my issue but then I got disconnected. I don't know if it was my internet or if it was him who disconnected me. I don't want to repeat what I said to him/her so just read our previous conversation.

[Complains] Here it is.

[Complains] [Tori T]

Hello Complains. Thank you for contacting Young Living's™ Live Help. My name is Tori T.

If you have not yet provided your member number and PIN, please do so. Otherwise, we will be happy to assist you once we are connected.

[Complains] 2931188

1986

[Tori T] Thank you, how can I help you today?

[Complains] I would like to make complains about the products that me and my downlines ordered under my credit card

[Tori T] I do apologize you had problems with your products. What was not correct with them?

[Complains] Okay first, my downline Anthony Cubian and his wife Janice Cubian with member ID 3108539 and 3124107 made a purchase with this order numbers 9A9DDF15 and ABC98A48.

[Complains] They already received the products but then Anthony's panaway and his wife's panaway and thieves were half empty when we opened it.

[Tori T] It looks like a replacement Panaway has already been sent out. I do apologize about that.

[Complains] So a replacement was sent with order numbers C125435E and C225435E for Anthony and his wife. The package just arrived through FedEx and now FedEx is charging us \$90 for the import charges when we requested it to be sent through DHL when we made the complain.

[Complains] The reason why we always order through DHL even though it's more expensive is because they don't charge additional fees like FedEx does. We already paid for that and now we're gonna pay for FedEx?

[Tori T] One moment please while I look into that for you.

[Complains] Okay.

[Brittany F] One moment please.

[Complains] Okay. I hope I don't get disconnected again.

[Complains] Still haven't found what your looking for?

[Brittany F] It will just be a moment longer. Thank you for your patience.

[Complains] Okay.

[Brittany F] They can email the statement of charges to internationalsupport@youngliving.com to have a credit placed on the account. One of them will also need to terminate their account as husband and wife can not have separate accounts.

[Complains] Can you file the report instead? And are you sure? I've read in the policy that a husband and wife can have separate accounts

as long as they also do separate maintenance.

[Brittany F] Unfortunately the members would need to send it as they need a copy of the charges. Member's of the same household can have separate accounts if it's mother/daughter, father/son, etc. but spouses can not. One will need to be terminated and the other can be added as a co-applicant to the remaining account.

[Complains] Okay, I'll go tell them that but I'll have to review the policies first. Okay on to the 2nd issue.

[Brittany F] How else can I help you?

[Complains] Ken Michael de Guia is my downline and we also purchased products using my credit card. This is his member id 2960284 and order number 49413803. All 9 of his Lemon 15ml were damaged. Same with Amalia Bacay with member id 3003814 and order number 49443096, Lilian Agpasa with member id 3031521 and order number 49442804 and lastly me Terso Sapinit with member id 2931188 and order number 49413702.

[Complains] All 9 Lemon 15ml of Ken Michael de Guia got damaged, 1 Lemon 15ml from Amalia Bacay, 2 Lemon 15ml from Lilian Agpasa and 5 Lemon 15ml from me - Terso - got damaged. Here are photos of when I received the package yesterday morning.

<http://s21.postimg.org/w4o5p0t8n/image.jpg>

<http://s21.postimg.org/4q910ukuf/image.jpg>

<http://s21.postimg.org/xtx8x38xz/image.jpg>

<http://s21.postimg.org/7mw214qo7/image.jpg>

[Brittany F] I would need each 4 digit PIN before I can assist you with these.

[Complains] Here are their membe id with pin and order numbers respectively

ken
2960284
0536
49413803

amalia bacay
3003814
0410
49443096

lilan
3031521
0808
49442804

troy
2931188
1986
49413702

[Complains] This is the first time that we ordered from Young Living that the products have these severe degree of damage. Btw, this is the lot number of the Lemon 15ml oils 15020201

[Brittany F] One moment please.

[Complains] Okay.

[Brittany F] Thank you.

[Brittany F] I can send a replacement to Amalia and Lilian but Ken and you would need to send back your damaged oils before we could send a replacement due to the quantity.

[Complains] Okay, how do we send mine and Ken's?

[Brittany F] Your RMA number is 13842694.

[Brittany F] Ken's is 13842687.

[Brittany F]

The address for returns is:

142 East 3450 North
Spanish Fork, UT 84660

Please write the Return Merchandise Authorization (RMA) number on the outside of the package so the return will be processed.

Please be aware that once we have received the return order, it may take up to 3-4 weeks to process.

[Brittany F]

Please also include a shipping receipt for the amount that you pay for the return shipping so that we may give you a credit, on your Young Living account, for that amount.

*Please note that we can only reimburse up to \$20.

[Complains] Whoa! 3-4 weeks to process? That seems quite long and only up to \$20 reimbursement? You must be joking. It's not our fault that the oils got damaged so why would Young Living put the burden on us?

[Brittany F] Unfortunately this is the policy and the \$20 is just for return shipping not your product.

[Complains] Yes I understand that \$20 is for return shipping but we paid like \$65 for the shipping using DHL and we only get reimbursed with \$20?

[Brittany F]

I apologize for the inconvenience. Unfortunately this is what we have in place for cases like this. Amalia's replacement will be sent via DHL to MARIA AMALIA BACAY
639271593101
FRONTING LIFEHOUSE KINDERGARTEN SCHOOL
LAPAZ 1 AGORA

CAGAYAN DE ORO CITY

*

9000

PHILIPPINES and Lilian's will be sent via DHL to LILIAN AGPASA

639271593101

FRONTING LIFEHOUSE KINDERGARTEN SCHOOL

LAPAZ 1 AGORA

CAGAYAN DE ORO CITY

*

9000

PHILIPPINES.

[Complains] Yes those addresses are correct and I'm happy for Amalia and Lilian's case but me and Ken's case is what I don't understand. We already paid for it and now we're going to pay again for the shipping because we need to return it to you and we only get reimbursed \$20 for the return shipping and we need to wait for 3-4 weeks which is quite long. Are there any compensation for this?

[Brittany F] Unfortunately due to the quantity of the damaged items we do need them back before we can send a replacement. We are reimbursing some of the return shipping and you will receive a replacement. Unfortunately this is all we can offer.

[Complains] Geez, my money just went down the drainage. I also want to know why my downline Aaron Penaco got the old Premium Starter Kit when we paid for the new 2015 kit? This is his member id, pin and order number.

aaron

3129640

1234

49451501

[Brittany F] I am showing he was charged for the classic kit.

[Complains] Let me double check.

[Complains] Okay how come it was the classic kit when we ordered the new kit? We did this in the live chat with an operator.

[Brittany F] I am showing the classic kit was ordered. If he would like the new kit he would need to send it back for an exchange.

[Complains] Wait, let me upload the conversation of the operator when we ordered it. We saved that conversation.

[Complains] Here is the conversation.

<http://www.filedropper.com/dericglivechathelp>

[Brittany F] I am not showing the new kit was requested just the \$10 off. I am also showing he did verify the order with you so unfortunately if he would like the new kit he will need to send it back for an exchange.

[Complains] What? This just keeps getting better and better eh? Is there even a classic premium starter kit on the website?

[Complains] The word "classic" was never mentioned in the conversation. The \$10 off was because of the August promo which it was still technically August when we waited in the queue.

[Brittany F] We have the classic kit or old kit and we have the new kits. At the time of ordering we still had stock of the old kits. I am not showing you requested a

2015 kit.

[Complains] But is there an old/classic kit being displayed on the virtual office? How would we know that you still have an old stock? We ordered what we saw on the virtual office. We wouldn't even have to order through live chat if we don't always encounter that internal server error.

[Brittany F] Unfortunately you only stated Premium Starter Kit and not a new kit. If he would like to exchange I can set that up.

[Complains] And with that we would need to return the kit again eh? How about you just send us that NEW 2015 premium starter kit box. Only the box. So we wouldn't have to send anything back. You can just include that to either Amalia or Lilian's replacement package.

[Brittany F] Unfortunately we are unable to do that.

[Brittany F] He would need to return the entire kit if he would like the new one.

[Complains] Great! We'll just keep spending money on the shipping fees then. One more, what happened to this order? It still hasn't arrived and it's been too long now. This is the member id and pin and order number.

dante

3012254

0303

49127203

[Complains] Btw, what would be the RMA # for Aaron Penaco's kit?

[Brittany F] His RMA number is 13843412. What is the item number of the kit he would like in exchange?

[Complains] The 2015 premium starter kit with home diffuser.

[Brittany F] Thank you. One moment please.

[Complains] Are we still connected?

[Brittany F] Yes, I am looking into Dante's order.

[Complains] Okay. I have made some calculations, it would be too costly to send mine and Ken's oils back. Shipping fees would kill me. Is it possible to replace just half of it? Like 4 for Ken and 3 15ml lemon for me?

[Brittany F] I can look into that. Regarding Dante's order I am showing it's still with customs so I will go ahead and set up another replacement.

[Complains] Okay thank you for that and for Dante, please, please send it through DHL.

[Brittany F]

The replacement will be shipped via DHL to SAPINIT, DANTE MASONG
2 AND 3 NORTH FOREST DRIVE,
WOODRIDGE SUBDMA-A

DAVAO CITY

8000

PHILIPPINES.

[Complains] Yes that address is correct. Thank you very much.

[Brittany F] You're welcome. I am still looking into the Lemon,

[Complains] Okay great.

[Brittany F] Thank you for your patience.

[Complains] So, is it possible?

[Brittany F] I am still checking this.

[Complains] Okay.

[Complains] Still not done?

[Brittany F] I am still waiting to hear back.

[Complains] Okay. I was just checking if I'm still connected to the live chat.

[Brittany F]

I am able to send the 4 and 3 Lemons. Both replacements will be shipped via DHL to TERSO JR. AGPASA SAPINIT
639271593101
FRONTING LIFEHOUSE KINDERGARTEN SCHOOL
LAPAZ 1 AGORA

CAGAYAN DE ORO CITY

*

9000

PHILIPPINES.

[Complains] Thank you very much.

[Brittany F] You're welcome. Is there anything else I can help you with?

[Complains] That would be all for now. Thank you very much.

[Brittany F]

You are welcome. Thank you for using Young Living's™ Live Help. Please click End to leave a survey. Have a great day!

The operator has ended the chat. Thank you for contacting Live Help.