

Terms and Conditions of Sales

1. Please include payment with your order. Cheques must be payable to your Distributor. Payments by credit/debit card are payments to your Distributor on whose behalf and to whose account Young Living will process such payments.
2. Orders are subject to availability. Delivery will normally be within 30 days of your order. The total price includes delivery.
3. Your contract of sale is with your Distributor who is an independent seller of the Young Living range of products. The Distributor is not an agent of Young Living (Europe) Limited.
4. By signing the Application, you authorise Young Living to automatically charge your credit card for each product specified above and each order, plus shipping, handling and VAT. Credit cards may be charged up to two days prior to the shipping date. Young Living may terminate this Agreement without notice if the credit card(s) to which a Customer has authorised charges becomes expired, cancelled, or charges declined by the bank issuing the card for any reason.
5. Young Living / The Distributor reserves the right to change the prices of any products in its product line, and to discontinue any products in its line, including those products selected as part of your order. Announcements of price changes will be issued at least 30 days before going into effect. We will contact you if we discontinue or have discontinued any products included in your order and we will either (at your option) fulfil the order with the closest resembling products or arrange a refund in respect of discontinued items. Young Living will not issue advance notice of discontinued products. VAT rates are subject to change without notice.6.
6. You will have an opportunity to examine and reject goods you order from us after they have been delivered to you – see the Notice of The Right to Cancel below.
7. **Guarantee:** In addition to your right to cancel, you are given this two part guarantee, which applies only to the Young Living product range that are sold by a Young Living Distributor within the United Kingdom. This guarantee and your rights of cancellation set out overleaf are without prejudice to your statutory rights.

Part One: The Distributor whose details appear above will refund or exchange any goods sold by them, which are unopened and in a re-saleable condition and which are returned to their address set out above within 30 days of receipt of the goods by you. You must pay the cost of returning the goods and you will be responsible for their safety during transportation - unless you reject the goods because they are damaged or defective, in which case The Distributor or Young Living will cover the cost of recovering the goods from you.

Part Two: Young Living (Europe) Limited, whose registered office is 12 Harvard Way, Harvard Industrial Estate, Kimbolton Cambs PE28 0NJ, guarantees the quality of every product and will exchange, refund or replace (at your option) any goods showing a manufacturing defect which are returned (within a reasonable time of receipt of the goods by you) to the Distributor or, in case of difficulty, the Customer Care Department of Young Living (Europe) Limited at the address set out above. A refund will be remitted to you within 30 days of your notice of rejection of the goods.
8. **Notice:** The Distributor is an independent distributor and reseller of Young Living goods, and does not act on behalf of Young Living (Europe) Limited. Please note that the Distributor does not have authority to bind the Company and the Company accepts no liability for the acts or defaults of any of its Distributors.



Young Living (Europe) Limited is a member of the Direct Selling Association (the "DSA") and requires its Distributors to comply with the DSA Codes of Practice. In the unlikely event that you have any concerns in relation to the supply of goods detailed above or the conduct of the Distributor, which cannot be resolved either by the Distributor or Young Living (Europe) Limited, you may contact the DSA (at Enterprise House, 30 Billing Road, Northampton NN1 5DQ, Tel: +44 (0)1604 625700; dsaoffice@dsa.org.uk) which administers a Dispute Resolution Procedure in relation to such matters.

Cancellation

We want you to be delighted with your products every time you purchase. However we understand that you may occasionally wish to return items. Therefore, in addition to your right of cancellation (see below) you have a right to return the goods for up to 30 days after delivery – see the guarantee above..

Should you wish to cancel your order, please complete the cancellation form below and return to your Independent Young Living Distributor:

If you have any issues or concerns regarding the goods or service you have received, please notify your Independent Young Living Distributor. If your concerns are not satisfactorily resolved by your Distributor you can contact Young Living (Europe) limited directly at:

Young Living (Europe) Ltd
12 Harvard Way
Harvard Industrial Estate Kimbolton
HUNTINGDON
PE28 0NJ
Tel: 01480 710 032
Fax: 01480 862 849
UK toll free: 0800 9179 438
E-Mail: customer@youngliving.com

In accordance with our aim of total customer satisfaction, we will acknowledge any complaint within 48 hours and will seek to resolve it as soon as possible thereafter. Any consumer who is still not satisfied may contact the Direct Selling Association which operates a dispute resolution service. For details of this and of the DSA's Codes of Practice contact DSA, 30 Billing Road, Northampton NN1 5DQ, Tel 01604 625700 or visit the DSA website: www.dsa.org.uk

Data Protection notice

The information that you provide will be processed independently by Young Living (Europe) Limited ("the Company") and your Distributor (together, "we" or "us") to process your orders and for general administration, marketing, statistical and management purposes. To do this, we will pass your details to agents and third parties who perform functions on our behalf, some of whom will be located outside the UK in particular in the USA. The Customer is aware that the Company will transfer the data outside the EEA to the USA and understands that countries outside the EEA may not offer the same level of protection for such data as the UK. You can request details of these agents and third parties by contacting us at the address overleaf. You agree that the Company may provide your details to an alternative Distributor should your current Distributor cease to be a Young Living Distributor. You can obtain from us a copy of the information which we hold about you which is subject to the Data Protection Act 1998 (for which we may make a small charge) and contact us at the address overleaf to correct any inaccuracies in your information.

Your Distributor may contact you with details of the services, opportunities, and products we provide, invite you to functions or contact you to obtain feedback on our services and products.

If you do not want to hear from your Distributor in this way, please tick this box.

NOTICE OF THE RIGHT TO CANCEL

DATE _____

You may cancel your order any time up to 14 days after delivery of the goods. To do so, you must make a clear statement of your wish to cancel. That statement should be communicated (e.g. by letter or e-mail) to your Young Living Distributor (contact details above). If posted or emailed, notice of cancellation takes effect when posted or sent. You may use the cancellation form below but you do not have to. Provided that any goods which you have received under the cancelled contract have been returned (at your own expense) complete and in good condition to your distributor within 14 days of your cancellation, you will be entitled to receive a full refund using the same means of payment as you used for your payment. You will incur no fees for that reimbursement.

If you cancel this contract any sum paid by you or on your behalf under or in contemplation of this contract shall be repaid to you. If you have received the goods you ordered you must take reasonable care of them and make them available to the Distributor for collection.

Detach here

If you wish to cancel the contract you **MUST DO SO IN WRITING** and deliver personally or send (which may be by electronic mail) this to the person named below, or to Young Living (Europe) Limited., Unit 12, Harvard Industrial Estate, Kimbolton, Huntingdon, PE28 0NJ. You may use this form if you want to but you do not have to.

[Complete and detach and return this form **ONLY IF YOU WISH TO CANCEL THE CONTRACT**.

To
Or stamp here:

From:

I/We* hereby give notice that I/we* cancel my/our* contract of sale of the following goods

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.....
.....

Ordered on*/received on*

Name of consumer(s).....

Address of consumer(s)

Signature of consumer(s)

Date.....

*delete as appropriate