dōTERRA
HONG KONG

Newest Pick-Up/Shipping Arrangements

(Starting from 10/1/2025)

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1. Ordering Online

1.1 Procedures for Ordering Online

Members can log in to their Virtual Office (EVO) and make an order online.

Click "Edit Order" and enter the correct phone number and shipping address. Before checking out, please review the items and the shipping address at “View Your Order”.

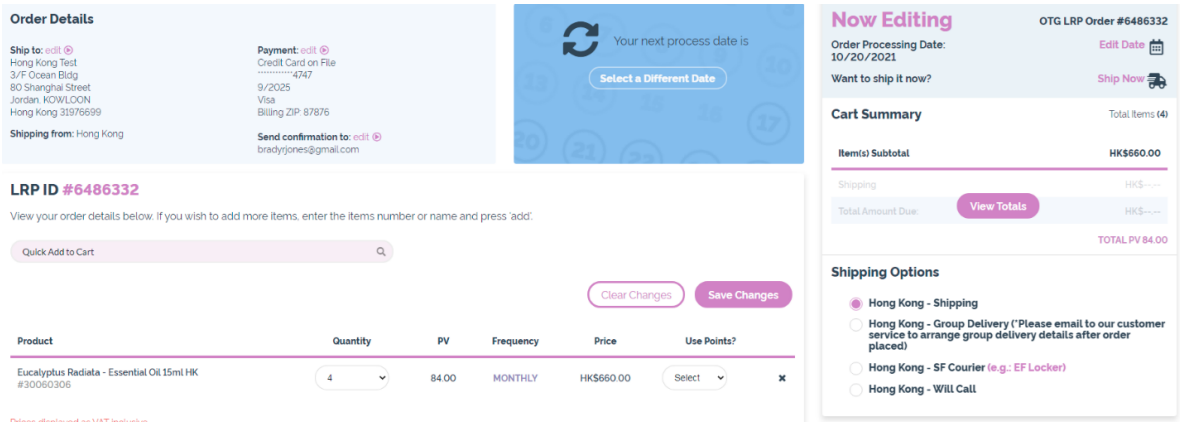
1.2 Reminder for Setting Shipping Address

To ensure that your favorite products can be delivered to your home, we would like to remind you: When placing an online order, please provide a complete* “shipping address”. If the member fails to provide a complete and correct shipping address, the order will be canceled. This may affect the member's bonus, LRP points calculation, and eligibility.

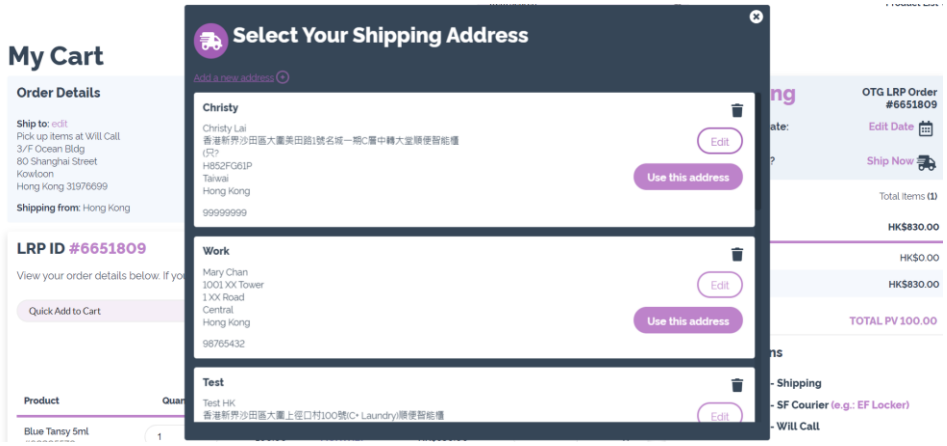
*The complete shipping address must include the following information: Floor, unit number, residential building name and number, street name, housing estate or town name, area, and territory (Hong Kong, Kowloon, or New Territories).

PROCEDURES

1. Add a standard order/LRP order on the Virtual Office (EVO).



2. Click “Edit order” and choose/edit/add a new options and shipping address.



1.3 Cut-off Time for Online Shipping Order

The cut-off time for online shipping orders is 1 p.m. from Monday to Friday. Orders submitted after 1 p.m. will be processed on the next working day.

1.4 Changing and Cancelling Order

Before clicking “Confirm payment", please check the items in your order and the shipping method and update the LRP order settings before the specified transfer date.

Once the order is confirmed and submitted, if there is any changes/cancellation, the company will not refund the relevant shipping fee and has the right to charge an additional HK$20 administrative fee.

2. Pick-Up & Shipping Arrangements

2.1 Pick-up at Will Call Centre

If the member chooses to pick up the order at the Will Call Centre, please pick up the order within 20 days after the order is completed. Overdue orders will be arranged to be delivered to the default shipping address. Shipping costs will be deducted from the credit card or AR balance. Click here for details of the pick-up policy (Article 5, Item G on P.6)

2.2 Shipping Service

2.2.1 Shipping Time

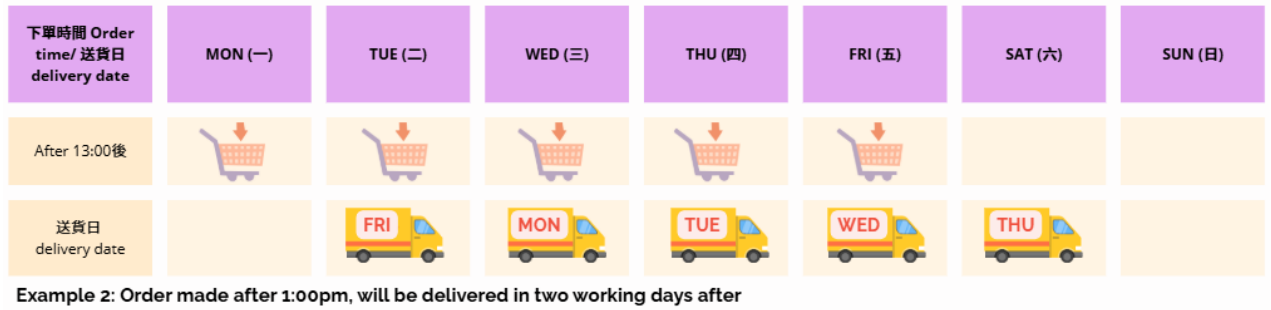
All orders will only be delivered in Hong Kong/Macau. The cut-off time for online shipping is 1 p.m. from Monday to Friday. The shipping date will be the next working day. Orders submitted after 1 p.m. from Monday to Friday and Sunday and Saturday will be delivered on the second working day. All remote areas* require about 3-5 working days for shipping.

*Remote areas: Tung Chung, Lantau Island, Ma Wan, Discovery Bay, Sha Tau Kok, outlying Islands (Lamma Island, Mui Wo, Ngong Ping, Peng Chau, Tai O), Macau

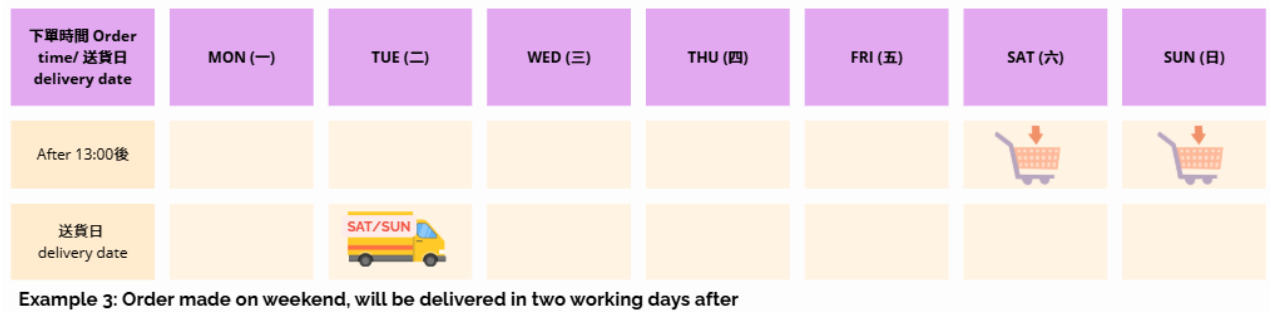
The shipping time is Monday to Saturday (except Public Holidays), 9 a.m. to 6 p.m.



Example 1: Order made before 1:00pm, will be delivered the next day



Example 2: Order made after 1:00pm, will be delivered in two working days after



Example 3: Order made on weekend, will be delivered in two working days after

To improve the efficiency of the shipping service, members not required to set the shipping date and time.

Shipping services will be suspended on Sundays, public holidays, or during black rainstorm warnings and typhoon signal No. 8 or above.

2.2.2 Scope of Shipping

All orders are delivered only in Hong Kong/Macau.

If there are no elevators to the shipping location, the shipping staff will deliver to the 3rd floor at most. The logistics company has the final decision on the scope of shipping. If the shipping location is difficult to reach, the logistics company will contact the member to rearrange the shipping.

2.2.3 Shipping Notice

All orders are subject to final confirmation based on the availability of the relevant goods. If the company fails to provide any of the ordered products, we will notify you by phone by email before shipping.

2.2.3.1 Ordinary Shipping

Hong Kong Shipping: The recipient provided will receive an SMS notification from the logistics company 1 day before the shipping and a phone call notification 30 minutes before the shipping takes place.

Macau Shipping: The recipient provided will be notified by phone call 1 day before the shipping and a phone call notification 30 minutes before the shipping takes place.

Please note that:

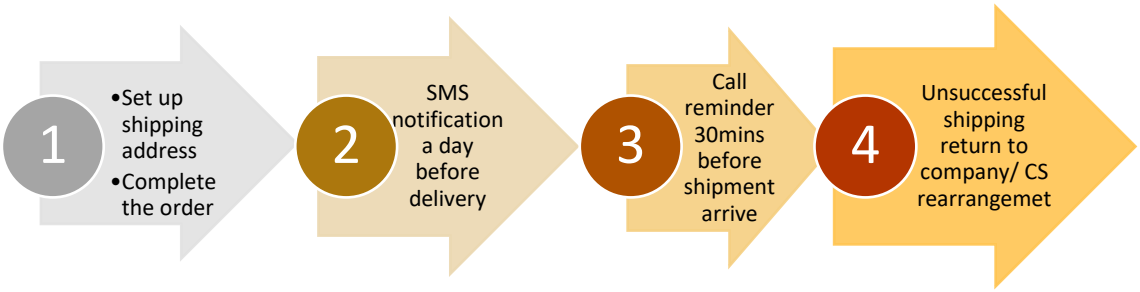
- If you provide an overseas/home number, there will not be SMS notifications.
- The logistics company will still arrange the shipping even if they are unable to contact you.

2.2.4 Unsuccessful Shipping

If the shipping is unsuccessful, the goods will be returned to the company. The customer service will contact the member to reschedule the shipping, and the customer may need to pay the required shipping fee again.

doTERRA Hong Kong is not responsible for any losses of bonus or LRP points due to unsuccessful shipping.

2.2.5 Shipping Process



2.3 Group Delivery Service

2.3.1 Reminder for Choosing Group Delivery

- Group delivery allows members to combine orders and deliver them to the same address. Members must select “Group Delivery” before payment. After the order is completed, shipping options cannot be changed. Therefore, if additional manual arrangement service are involved, the company will charge a handling fee for each combined order. The member has to pay the related handling fee even if one of the group orders is eligible for free shipping (See section 3 for details).
- All deliveries must be delivered to a single address within 20 days after the completion of the first order. If no instructions are received for combined shipment within 20 days after the completion of the first order, the overdue order will be directly dispatched to the pre-order. Set the address. Shipping costs will be deducted from the credit card or bonus account in the account.

2.3.2 Group Delivery/Receiving Goods

- Members please select "Group Delivery" when placing an order and enter the same address for each group order. After completing all orders, please email request to hongkongservice@doterra.com to notify the customer service of the group delivery arrangements.
- The group delivery time will be sent out on the second working day after the customer service confirms the email. After the order is placed, the customer service will send the group delivery tracking number (INVXXXXXXXXX) via email for order tracking.
- All orders in the group delivery will be individually packed and sealed with "dōTERRA" adhesive tape, and then placed in the outer box for packaging and shipping. The outer packing box will be affixed with a shipping label for identification, and the following information will be displayed on the shipping label:

1. Name of Recipient

2. Shipping Warehouse Number (if any)
3. Shipping Address
4. Group delivery number (9-digit number starting with INV e.g., INVXXXXXXXXX)
5. Individual Order number (all 10-digit order numbers starting with DT for combined shipment e.g., DTXXXXXXXXX)

If you entrust a third party as the recipient, please pay attention to the following:

1. If the third-party recipient has a specific Recipient Number, please provide it in the recipient field.
2. Please use the correct order number (ie DTXXXXXXXXX) to collect the goods.
3. Before signing off your delivery, please confirm that the condition of the goods is intact (such as whether the outer box is compromised/leaking)
4. If the third party needs to open the goods after receiving the goods, please be sure to unpack the goods and count the quantity of the goods immediately after signing off for the delivery.

2.4 Enquiries on Shipping

2.4.1 Online Tracking (Hong Kong Shipping)

2.4.1.1 Ordinary Shipping

Enter the ConnectedView (CV) portal of the SF supply chain website, and enter the order number (DTXXXXXXXXX)
https://cview.sf-dsc.com/static/pass.html#/login?platform=CV

2.4.1.2 Group Delivery

Enter the ConnectedView (CV) portal of the SF supply chain website, and enter the combined order number (INVXXXXXXXXX).
https://cview.sf-dsc.com/static/pass.html#/login?platform=CV

2.4.1.3 Shipping to Remote Areas/Outlying Islands

Enter the ConnectedView (CV) portal of the SF supply chain website, enter the order number (DTXXXXXXXXX) to obtain the SF waybill tracking number, and enter this waybill number into the SF Express tracking page
https://htm.sf-express.com/hk/tc/dynamic_function/waybill/

2.4.1.4 SF Locker

Enter the ConnectedView (CV) portal of the SF supply chain website, enter the order number (DTXXXXXXXXX) to obtain the SF waybill tracking number, and enter this waybill number into the SF Express tracking page.
https://htm.sf-express.com/hk/tc/dynamic_function/waybill/

2.4.2 Hotline Enquiries

2.4.2.1 SF Supply Chain (Hong Kong Shipping)

Telephone: +852 3507 5242

Service Hours: Monday to Friday 0900-1800 (Except Public Holidays)

Saturday0900-1300; -Closed on Sundays and public holidays

Preparation: order number/group delivery number

2.4.2.2 doTERRA Customer Service (Hong Kong & Macau Shipping)

Telephone: +852 3197 6699

WeChat/ WhatsApp: +852 6628 6806

Email: hongkongservice@doterra.com

2.5 Working Guidelines Under Pandemic

To prevent the spread of the virus, if the address on the shipping order or the building has a confirmed case, the shipping team can only sign for the goods in person with the recipient at the lobby of the building for the time being, or place the goods at the lobby registration office according to your request and approval. The company will take the list of buildings with confirmed coronavirus cases announced by the Department of Health for reference. The building will remain on the list for 14 days from the date of the last visit of the case.

Meanwhile, to ensure the safety and health of employees and customers, transportation suppliers have also formulated the following prevention and control measures by the guidelines of the Centre for Health Protection:

- The courier must take his/her temperature before going to work
- The courier must wear a mask at work and clean your hands frequently, especially after touching your eyes, mouth, and nose, after going to the toilet and before eating, rub your hands with clean water and liquid soap for 20 seconds, or use 70-80% alcohol hand rub to clean hands when there is no obvious dirt on your hands.
- After handling the goods with your hands, do not touch your eyes, mouth, and nose; if necessary, clean your hands before touching;
- When transporting goods, you can open the windows of the car to maintain ventilation;
- When signing the receipt of the shipment, please maintain a 1.5m social distance with the customer.
- If the shipping address is in the list of the residence of the confirmed cases or people under quarantine at home, the courier will deliver the goods to the lobby of the building to maintain zero contact;

- In response to the government's announcement of further strengthening of pandemic prevention and anti-pandemic measures, the company temporarily does not accept persons undergoing compulsory quarantine.
- Dilute household bleach at 1:99 at least twice a day to clean and disinfect frequently touched surfaces such as cars, seats, door handles, seat belts, and locks;
- If you develop symptoms of respiratory infection or fever, you should not go to work and seek medical advice as soon as possible.

3. Shipping Fee

Single Order Amount	Delivered to Hong Kong	Delivered to Macau
HK$ 0 – 1,999	HK$ 30	HK$ 120
HK$2,000 or above	Waived	
Group Delivery	**HK$ 15/ single order (starting from 2025.11.1)**	**HK$ 15/ single order (starting from 2025.11.1)**

4. Return Policy

According to Article 6 of the Policy Manual. Product Return Policy

A. Returning goods within 30 days

1. For Wellness Advocates or customers that return currently available products within 30 days of purchase from the company, doTERRA will refund one hundred percent (100%) of the purchase price (plus applicable taxes, if prepaid) minus transportation fees and paid bonuses.
2. dōTERRA will provide product points based on 100% of its purchase price (plus applicable taxes, if prepaid), or refund 90% of its purchase price (plus applicable taxes, if prepaid), minus transportation fees and paid bonuses.

B. Return the product within 31 days to 90 days after purchase. From 31 days to 90 days from the date of purchase, for Wellness Advocates or customers to return current saleable products. dōTERRA will provide products points at 100% of its purchase price (plus applicable taxes, if prepaid) Points may be refunded to 90% of the purchase price, minus transportation fees and paid bonuses.

C. Return the product within 91 days to one year after purchase. From 91 days to 12 months from the date of purchase, dōTERRA will charge ninety percent (90%) of the purchase price (plus applicable taxes, If prepaid) provide product points or refund ninety percent (90%) of the purchase price, minus transportation fees and paid bonuses (excluding products with limited supply period and expired products).

D. Currently available for sale. Products and sales tools should be considered as currently available for sale if all of the following factors are met: 1) They are unopened and unused; 2) Packaging and labels have not been modified or damaged; 3) The product and packaging are at the status that makes it commercially reasonable in the industry to sell the product at full price; 4) the product has not yet expired, and 5) the product contains the current dōTERRA label. If the company discloses before the purchase that the product is a seasonal, discontinued, limited-

time supply, or special promotional product that is not restricted by the refund policy, the product should not be considered as currently available for sale.

E. Return of damaged or wrongly shipped products. If the product to be returned was in a damaged state or was a wrongly issued product when it was received by the buyer, dōTERRA will replace the product. Such products must be returned within fifteen (15) days after receipt. Whenever possible, the returned product should be replaced with an undamaged product. However, if the replacement of the product is not feasible, the company reserves the right to provide points for the amount of the replacement product.

F. Obligation to keep the sales order number. For the company to correctly recover the bonuses apply to the returned product, the original sales order number on the invoice must be retained. The number must be provided to the company upon request when refunding.

G. Return of Product Set. Products purchased as part of a set or a complete set of products must be returned as a complete set of products.

H. Refund Methods. The company can determine the acceptable refund solution, including but not limited to the following methods: doTERRA HK credit, Product points, or credit card refunds.

I. Return Procedures:

To obtain a refund for returned products or sales tools, Wellness Advocates must follow the following procedures:

1. You must obtain return approval before returning the goods to the company. Such approval must be obtained by telephone or in writing, and the actual returned goods must be marked with the Wellness Advocate number.
2. The company will provide Wellness Advocates with the correct procedures and locations for returning products or sales tools. All return shipping costs must be paid by the Wellness Advocate.
3. Products or sales tools returned to the company without prior authorization will not be eligible for product points or refunds, and will be returned to the Wellness Advocate at the expense of the Wellness Advocate.
4. The purchase repurchase requirements are different in different jurisdictions, so this return/refund process is subject to a different jurisdiction.
5. The Company may charge a HK$100 fee for local shipments and HK$300 fee for Macau shipments that are refused at the point of delivery and returned to the Company.

J. The company has the right to withdraw unearned bonuses. Bonuses are paid to Wellness Advocates based on the purchase of company products by retail customers or members of the downline organization of Wellness Advocates. If the product is returned, the company has the right to withdraw the bonus that has been paid based on the purchase of the returned product. The company can recover such bonuses by requiring Wellness Advocates to pay directly to the

company, or the company can deduct the aforementioned bonus amount from future bonus payments.

K. Return of personalized sales tools. Personalized sales tools are not refundable or refundable, except for personalized sales tools with typographical errors. These sales tools must be returned within 30 days under the product return policy.

L. Credit card chargeback. Wellness Advocates need to return products under the company's product replacement and return policy, rather than making credit card refunds.

5. Reminders on Receiving the Goods

5.1 Reminders when Delivery arrives

1. Please check whether the order number on the packing list and the shipping order label are the same (the 10-digit number starting with DT).
2. Please check whether the number of boxes received is the same as the number of boxes printed on the upper right corner of the shipping order label
3. Please check whether the number in the lower right corner of the shipping order label is the same as the total product category received.
4. To protect the rights of members and the company, all shipping orders will be sealed with "dōTERRA" adhesive tape. Members are responsible for checking whether the goods have been disassembled by a third party immediately upon receipt and signing and carefully check and count all products.
5. If the outer box is found to be leaking or dented when receiving the goods, you have the right to reject it, and the customer service will contact and arrange for another shipping.
6. dōTERRA is not responsible for any loss/damage caused by a third party not entrusted by the company after the goods are opened during the shipping, as well as product damage or loss caused by circumstances beyond its control. This exemption clause applies to including but not limited to the acts or omissions of the recipient of the building management office when receiving the goods on their behalf.

5.2 Lost or damaged Products

If you find that your goods are incorrect/damaged after receiving the order, please email us within 48 hours after receiving the order, and prepare the following information*:

5.2.1 Incorrect Goods

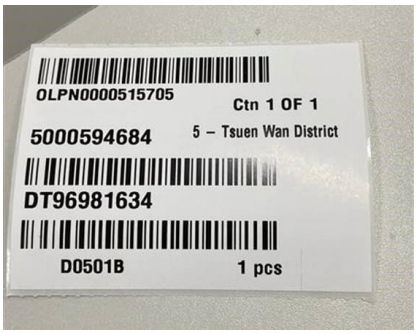
a) Member ID

b) Order Number (See details at 5.1)

c) Mistaken Product Name and Quantity

d) Two photos-shipping order label and shipping box (including photos of received goods)

e) Photo Requirements



1) Shipping order label - Please clearly capture the information on the shipping order label. You can take the photos below as a reference.



2) Shipping box (including photos of the received products) - Please take a photo together with all the products you have received and the shipping box. You can take the photos below as a reference.

5.2.2 Damaged Goods

a) Member ID

b) Order Number (Please refer to 5.1)

c) Damaged product name and quantity

d) Two photos-shipping order label and damaged product status

e) Damaged product status - Please clearly capture the damaged product. You can provide more than one photo if necessary.

If the provided information (including photos) fails to follow the instructions, in the absence of complete information (including photos), our processing procedures will take more time, so please submit the information under the above requirements so that we can provide you with a solution as soon as possible.

- How to identify the order number

  Method 1: You can find your order number in the lower-left corner of the shipping order label.

  Method 2: Members can check the shipping order number in the SMS or email sent by the logistics company.

- Under normal circumstances, we will contact members within 7 working days and provide solutions.

6. Frequently Asked Questions

Questions about Shipping

Q) How is the OTG local shipping fee charged?

Order Amount	Shipping fee (Exclusive to Hong Kong and Macau)
HK$0-1,999	HK$30 (Hong Kong); HK$120 (Macau)
HK$2,000 or above	FREE of charge

Please refer to: https://media.doterra.com/hk-otg/zh/flyers/shipping-information.pdf

Q) Is there a free shipping arrangement for points redemption products?
For all points redemption orders that require shipping, the cost is the same as the local shipping fee. The cost per order is HK$30 (Hong Kong) / HK$120 (Macau).

Q) Do I have to provide a Hong Kong/Macau shipping address when placing an order?
Yes. When placing an order, the member must provide a shipping address. If it is not provided, the registered address of the Hong Kong member will be automatically set as the shipping address.

Q) How can I view or set my default address?
After logging in to the online platform, click "Office Settings", and then click "My Information" to view and edit the "Default Address". We are shipping the goods to this address, so please make sure that the address is complete and correct. Once the order is processed, the address will not be modified. If you need to change, please email the customer service hongkongservice@doterra.com.

Q) The order is completed, but I forgot to choose to combine order, can I change it to merge shipping?
Once the order is paid successfully, it cannot be changed and can only be delivered as a single order. Please note that when placing an order, it is recommended that you confirm the shipping options every time you place an order to avoid errors and omissions.

Q) Can I combine multiple orders and send them to the same address for collection?
Yes. Please select "Combined Shipping" when placing an order, and then notify the customer service via email after completing the ordering process. We will flexibly handle the orders sent out by the merger. Therefore, when additional manpower is involved, the company will charge a handling fee for each combined order. Even if one of the combined orders is eligible for free shipping, members still have to pay the related handling fee.

The email template is as follows:
Subject: Contact Person + delivery date HK order group delivery
(Example: Chan Tai Man 11/20/2020 HK order group delivery
Contact person's name:
Contact number: (Wechat / Whatsapp)
Please send the following order to the following address:
Membership ID: xxxx (date of birth/last 4 digits of ID card) Order number: xxxxxxxx
Membership ID: xxxx (date of birth/last 4 digits of ID card) Order number: xxxxxxxx
Membership ID: xxxx (date of birth/last 4 digits of ID card) Order number: xxxxxxxx
A total of xx orders
To: Peter Chan
Recipient Address: (***Please provide English address***)
Recipient's phone number: XXXX XXXX (please try to provide a phone number where you can receive SMS)
For any inquiries, please contact customer service Whatsapp / WeChat +852 66286806

Questions about Pick-Up

Q) What is the 20-Day Pick-Up Policy?
According to Article 5, Item G of the Policy Manual, if the self-pickup order cannot be picked up within 20 days after the order has been placed, the company can choose to send the order to the Wellness Advocate or the customer's default address. The company will treat these orders as originally ordered for shipping and evaluate the cost of such transportation to Wellness Advocates or customers. The withdrawal period depends on the local market. Please consult with the local customer service who ordered the product. Click here for details of the pick-up policy (Article 5 G on page 6)

Q) If I choose to pick up my order, what is the latest time that I should pick it up?
Self-pickup orders must be picked up within 20 days after the order is successfully placed. Otherwise, the company has the right to ship the product to the default shipping address or the member's registered address, and the member who placed the order must pay the shipping fee according to the general OTG local shipping charges.

Q) Can I authorize someone to pick up the goods on my behalf?
Yes. The shipping person needs to provide the membership number of the person who placed the order and the last 4 digits of the ID card or the date of birth to verify the identity. And provide the name and contact number of the addressee on the receipt.

Q) Can I authorize the logistics company to pick up the goods on my behalf?
Yes. The representative of the logistics company needs to provide the membership number of the person who placed the order and the last 4 digits of the ID card or the date of birth to verify the identity. Please provide the seal of the logistics company and the contact phone number of the shipping person on the receipt.

Q) I have several orders that need to be picked up together. Can I make an appointment for pickup? How to make an appointment for pickup?
If there are more than 5 orders, please use the appointment picking list to provide relevant information three working days before the estimated pick-up date and send an email to hongkongservice@doterra.com. We will reply to the email and provide a pick-up number after it is ready so that you can pick up the goods on the designated day.

Questions about Order Receiving

Q) If the goods are flawed, what should I do?
We will do our best to ensure the quality of the goods. If you find errors or damages in the products after receiving the order, please notify us within 48 hours after receiving the goods. For details, please refer to section 5 for related information*.

Q) How to find my shipping order number?
Method 1: You can view the 10-digit shipping order number starting from "DT" on the left side of the shipping order label.
Method 2: The member who places the order can check the shipping order number in the SMS or email sent by the logistics company.

Q) When will I get a reply from you?
Under normal circumstances, we will contact members within seven working days and provide solutions.

Q) How should the goods be stored?
Please avoid sunlight, high temperature, and a humid environment when storing essential oil products. It is recommended to store them in a wooden box.

Other Questions

Q) Product Quality?

From the beginning, we've made it our mission to share pure, quality essential oils with the world. However, without a definitive standard for essential oil purity, dōTERRA decided to set the standard for purity in the essential oil industry.

Not all essential oil companies choose to enforce high testing standards for their oils. In fact, many companies skip important steps in the testing process in order to save money or time. Unfortunately, when proper testing measures are not taken, it's impossible to ensure that an essential oil is truly "pure."

To ensure that each bottle of essential oil is pure and free from contaminants or synthetic fillers, dōTERRA created the CPTG Certified Pure Tested Grade® protocol. The CPTG process includes a rigorous examination of every batch of oil, along with third-party testing to guarantee transparency.

Q) How do I know that the email order has been completed and receive the order number and bill of lading number?

Once the order is processed, we will reply via email with an order number. If you need the pick-up number, please contact our customer service.