

Account Termination Form

If you would like to request to cancel your account, you can do so by sending a Voluntary Termination Form to the Placements department through email at placements@doterra.com, fax at 801-785-1476, or mail at 389 S. 1300 W. Pleasant Grove, Utah 84062. This form can be found on the 'Forms' page of doterra.com or by emailing Placements.

- When the Voluntary Termination Form is processed, your account will be placed in a suspended status. While suspended, you will not be able to login to the website and no activity can occur. Your account can be moved to a terminated status automatically or through emailed request after 12 months of inactivity. This inactivity timeframe is based on the last day that you purchased product, earned commissions, enrolled a new member, or had other activity occur on your account.
- If your account is ranked below Silver, you or your upline can request that the account be terminated after only 6 months of inactivity. This request can be made through email to the Placements department.
- While your account is suspended, any downline members listed under you will remain in their current placement. However, once your account is terminated, the downline will roll up to your current enroller and sponsor. The downline cannot be reinstated after this, even if you reactivate under the same enroller and sponsor.
- If you have any questions or concerns about this process, you can email placements@doterra.com. You can also access videos related to Terminations [here](#).