

Resolving Issues and Reporting Problems

Please follow the below procedures when you are needing to resolve or report issues to Youngevity Corporate

For more details on our ethics, etiquette and procedures please see the document titled Ethics, Etiquette & Procedures for Customer Service Success found under Helpful Documents on the Collective site

What I will do for you: As your leader when I am alerted of any issues or concerns I will post a notice on the Collective FB page – it will be strictly information based with no ability for discussion. All discussions with any matters will be taken off line with individuals.

Please email me with any concerns and issues you are having so I can be on top of any similar cases.

What you can do:

For ALL customer enquiries: Tracking numbers, product enquiries, customer service issues please email NZ support and include your YG ID, customer order number and as much information as you can that will help the support team.

Step 1- Email: nzsupport@youngevity.com - please allow 24hours for response. IF you have not had a response within a reasonable timeframe OR you believe the matter needs to be escalated please proceed to Step 2

Step 2 - Email the Support Team Leader in NZ: teamleadnzaust@youngevity.com . IF you again feel like you have not had a response within a reasonable timeframe OR you believe the matter needs to be escalated further please proceed to Step 3

Step 3 - Email Dracy Dewar with the details of the issue and previous correspondence you have regarding the matter at hand. Email: dracy@youngevity.com

If your issue is URGENT then please call customer service – 1800 756 467

Social Selling and IT: If you are experiencing any IT or Social Selling issues please follow the below procedure.

As Social Selling and IT are all based in the USA please allow a reasonable time for responses due to the international time zones

All Social Selling or IT issues are to be emailed to Sean Brown: sean@youngevity.com

Please provide:

A Video of the issue this would be most helpful or screen shot

Your YG ID number, Party ID and a description of the issue

Coming Together is a Beginning - Keeping Together is Progress – Working Together is Success

Information that is needed to Resolve your Issue

Your name & ID?

What date did you enter your order?

What is your order number?

How did you enter your order? On the phone, SS, Buygy???

What did you order?

Who did you speak to at any time?

Did you, or when, did you receive your tracking number on email?

What does the courier company show when you looked up tracking number?

What day did your order arrive?

What was the condition of the item?

What product was missing from your package?