

## General Questions

### How do I reach YiJia if I need live assistance?

You can reach them via our Live Chat on [www.yijia.ca](http://www.yijia.ca), send an email to [info@yicanada.com](mailto:info@yicanada.com), or contact +1-888-991-0924. Our customer service representatives are available to answer your questions and assist you between 10 AM to 7 PM, Monday to Friday, 10 AM to 6 PM Saturday and Sunday (PST).

\*Please make sure to have your personal information ready, such as your member ID, region and full name, etc.

### Where can I get the latest news from YiJia?

1. You can sign up our newsletter through our website [www.yijia.ca](http://www.yijia.ca); we will keep you updated with our latest news, promotions and new product launch every Saturday via emails.
2. Contact us via our Live Chat on [www.yijia.ca](http://www.yijia.ca), send an email to [info@yicanada.com](mailto:info@yicanada.com), or contact +1-888-991-0924. Our customer representatives will be happy to help you.
3. Follow our Facebook page @yijianorthamerica.
4. Talk to your upline.

## Member Account

### Where do I log into my YiJia member account?

You can log onto our member system via [www.yijia.ca](http://www.yijia.ca), simply click on the “login” option on the top right corner of our website. Or, you can visit [www.yimember.com](http://www.yimember.com) directly. Upon logging in, you may make a purchase, change your password, and check your order status, commission details, your family trees, etc.

### How do I reset my password on my member account?

For security reasons, to reset your password, you will need to provide your member ID and a copy of your photo ID such as driver license. You may send your request via email to [info@yicanada.com](mailto:info@yicanada.com), or via our WeChat account, yjcsr 01. Once we have received and verified the required information and document, our representative will contact you for further steps.

### I can't log into my member account.

If you can't log into your account, please check with the following possible issues:

#### 1. Incorrect Password

If you forgot your password, simply contact our Customer Service for assistance. You can reach them via our Live Chat on [www.yijia.ca](http://www.yijia.ca), send an email to [info@yicanada.com](mailto:info@yicanada.com), or contact +1-888-991-0924. For security reasons, to reset your password, you will need to provide your member ID and a copy of your photo ID such as driver license.

## 2. Incorrect Member ID

Make sure your member ID is correct, if you have forgotten your member ID, please check your email history, you should receive the account information when you first registered as a member. Or contact customer service for assistance. You can reach them via our Live Chat on [www.yijia.ca](http://www.yijia.ca), send an email to [info@yicanada.com](mailto:info@yicanada.com), or contact +1-888-991-0924. For security reasons, you will need to provide your member ID and a copy of your photo ID such as a driver license.

## 3. Account Deactivated

As a new member, your account can be deactivated if you did not purchase products within the next 72 hours upon registering. To activate your account, please contact our Customer Service for assistance. You can reach them via our Live Chat on [www.yijia.ca](http://www.yijia.ca), send an email to [info@yicanada.com](mailto:info@yicanada.com), or contact +1-888-991-0924. For security reasons, you will need to provide your member ID and a copy of your photo ID such as a driver license. Once we have received your request, our IT department will help to activate your account. Please try to log in and check your account after 7 PM (PST).

\*Please note that if you do not make any purchase within 12 hours once your account is activated, it will be deactivated again.

\*If your request is sent during weekends or holidays, there will be a short delay.

## 4. Locked Account

Your account will be locked if you typed in your password incorrectly for five times in a row. To activate your account, please contact our Customer Service for assistance. You can reach them via our Live Chat on [www.yijia.ca](http://www.yijia.ca), send an email to [info@yicanada.com](mailto:info@yicanada.com), or contact +1-888-991-0924. For security reasons, you will need to provide your member ID and a copy of your photo ID such as a driver license.

## Product Inquiry

### Product Replacement

Product replacement requests can ONLY be processed in YiJia Canada Offices' front desk. To request a replacement for your products, please complete the Product Replacement Form, provide your invoice number, and submit them at our Vancouver or Toronto office front desk. Please make sure that the BV values of the products and the ones you wish to replace for are equal. Please allow 3-7 business days for your request to be processed. Once we have processed your request, our representative will contact you for further steps.

\* Please note that you can only replace your products in your corresponding cities. Ex. If you place your order in the Toronto Office, you cannot submit your product replacement request form at the Vancouver office.

\*Please note that your product replacement request needs to be submitted within 90 days of purchase.

\*Gifts are not eligible for product replacements.

**\*Express delivery orders are not eligible for product replacements.**

**\*Yijia North America reserves the right to reject a member's request for product replacement.**

---

## **EP Wallet**

### **EP Wallet – U.S.**

Please note, whether you're an existing member or a newly registered member, if your W9 form has not been approved, you won't be able to use Yijia EP Wallet functions including withdrawal, money transfer, etc. However, it won't affect your commission balances.

To enable Yijia EP Wallet functions, you need to submit a request with a copy of your photo ID such as driver license, and a completed W9 form, which can be downloaded from our member system. You may submit the required documents via email to [w9@yjmaione.com](mailto:w9@yjmaione.com), or via fax at +1818 748 9215, or upload them to Yijia member system. Please make sure that the files' format is PDF. Once we have received and verified your documents, you will be able to use all Yijia EP Wallet functions

**\*Please note, even if your W9 is not approved, your commission balances are still valid.**