

June Skin Care Product Promo

Frequently Asked Questions

June 1–30, 2019

1. What are the dates of the promotion?

The promotion begins June 1, 2019, at 8 a.m. Central time and ends June 30, 2019, at 11:59 p.m. Central time. Promotion is only available while supplies last!

2. What are the specifics of the promotion?

Get 60% off the suggested retail price when you purchase any of the qualifying skin care sets/bundles included in this special June Skin Care Product Promotion. Promotion is only available while supplies last!

3. Why is the promotion only available June 1–30 while supplies last?

A certain amount of product inventory is allocated for the promotion so that we can continue to support normal sales after the promotion ends. As soon as we sell out of the allocated supply, the promotion can no longer be offered. Ensuring that we don't run out of our regular-line supply protects Independent Beauty Consultants who were unable to order during the promotion. This way, they can rest assured that when the promotion ends, the product is still in stock and can still be purchased at the regular price.

4. What are the part numbers for the skin care sets and bundles included in this promotion?

- *TimeWise*[®] Ultimate *Miracle Set 3D*[™] N/D **Part No. 153292**
- *TimeWise*[®] Ultimate *Miracle Set 3D*[™] C/O **Part No. 153293**
- *TimeWise Miracle Set 3D*[®] N/D **Part No. 153294**
- *TimeWise Miracle Set 3D*[®] C/O **Part No. 153295**
- *Clear Proof*[®] Acne System **Part No. 153299**
- *MKMen*[®] Regimen Bundle **Part No. 153301**
- *Botanical Effects*[®] Regimen **Part No. 153302**

5. Which specific skin care sets and bundles are included in this promotion?

The following sets are included in the June Skin Care Product Promotion:

- *TimeWise*[®] Ultimate *Miracle Set 3D*[™] N/D
- *TimeWise*[®] Ultimate *Miracle Set 3D*[™] C/O
- *TimeWise Miracle Set 3D*[®] N/D
- *TimeWise Miracle Set 3D*[®] C/O

- *Clear Proof*® Acne System
- *MKMen*® Regimen Bundle
- *Botanical Effects*® Regimen

6. I noticed that the only skin care sets that do not qualify for the June Skin Care Product Promotion are the *TimeWise Repair*® *Volu-Firm*® Set and the *TimeWise Repair*® Ultimate *Volu-Firm*® Set. Why were these not included in the June Skin Care Product Promotion?

The delayed launch of the *TimeWise Repair*® Advanced Lifting Serum and the accompanying *TimeWise Repair*® *Volu-Firm*® Set affected whether we could include these two sets in the June Skin Care Product Promotion. With our recent *TimeWise Repair*® Advanced Lifting Serum launch on May 23, unfortunately, we do not have the inventory to support the additional demand that would be caused by including the *TimeWise Repair*® *Volu-Firm*® Set and *TimeWise Repair*® Ultimate *Volu-Firm*® Set at a discounted price in the June Skin Care Product Promotion.

7. Do I need to order all of the qualifying sets/bundles to receive the 60% off suggested retail price discount?

No. You do NOT need to order all of the sets/bundles to receive the promotional discount. These product promotions are independent of one another; they are just being offered at the same time.

8. Is there a limit per person?

Yes. There is a limit of 13 of each set/bundle per Independent Beauty Consultant.

Examples:

- *TimeWise*® Ultimate *Miracle Set 3D*™ N/D **Part No. 153292**
 - Limit of 13 of this item per IBC
- *TimeWise*® Ultimate *Miracle Set 3D*™ C/O **Part No. 153293**
 - Limit of 13 of this item per IBC
- *TimeWise Miracle Set 3D*® N/D **Part No. 153294**
 - Limit of 13 of this item per IBC
- *TimeWise Miracle Set 3D*® C/O **Part No. 153295**
 - Limit of 13 of this item per IBC
- *Clear Proof*® Acne System **Part No. 153299**
 - Limit of 13 of this item per IBC
- *MKMen*® Regimen Bundle **Part No. 153301**
 - Limit of 13 of this item per IBC
- *Botanical Effects*® Regimen **Part No. 153302**
 - Limit 13 of this item per IBC

Each IBC can choose to purchase 13 of each item for a total of 91 items during this promotion. They can all be purchased in one order or purchased cumulatively over multiple orders until the promotion ends June 30 at 11:59 p.m. CT or while supplies last.

9. Do I have to order these 13 units of each item in one order, or can I space them out into more than one order during this promotion?

You can space them out. You can purchase a cumulative total of 13 of each item; they do not all have to be in the same order.

10. I placed my order during the promotion but mistakenly chose the regular line part number, not the discounted part number. Can you please help fix my mistake and give me the discount that I missed out on?

If you placed your order WHILE the promotion was ongoing and active, then yes, we will adjust your totals. But we **cannot** make an exception if your order for the discounted product came in BEFORE the promotion began or AFTER the promotion ended.

11. How is sales tax charged on the sets/bundles included in the June Skin Care Product Promotion?

Sales tax will be charged on the full suggested retail price of each set/bundle included in the promotion.

12. How is Seminar credit awarded for the sets/bundles purchased at the discount during the June Skin Care Product Promotion?

Independent Beauty Consultants will receive Seminar credit for the full suggested retail price of each qualifying set/bundle purchased during the promotion.

13. Do I have to be in active status to participate in the promotion?

Yes. You must either be an active Independent Beauty Consultant or place a qualifying \$225 or higher wholesale Section 1 order to be eligible to receive the 60% discount off the qualifying skin care sets/bundles.

14. Will the fixed wholesale amount of the discounted skin care set/bundle I've added to my cart count toward the minimum \$225 wholesale Section 1 order, or do I have to place a qualifying \$225 wholesale Section 1 order first before I can buy the sets/bundles in the June Skin Care Product Promotion?

You don't have to place a separate order. As soon as you reach \$225 wholesale in Section 1 products, you can check out and receive the June Skin Care Product Promotion discount. Just make sure the product is already in your cart when you

go to check out. We urge you to pay close attention to your wholesale Section 1 total to ensure that your total is \$225 or more since your total could be less than you anticipated because of the discount.

15. Where on *Mary Kay InTouch*[®] can I find the June Skin Care Product Promotion?

The June Skin Care Product Promotion will appear in Ordering > Online Ordering > Order Now > **New and Ltd. Edition**. The promotion will also appear under the usual **Skin Care** categories in Online Ordering.

16. I placed an order that included one of the qualifying sets/bundles in the June Skin Care Product Promotion, but the order was placed on hold. If I contact Customer Service the next day and ask them to clear my order, will I get the skin care set/bundle at the discounted price?

Due to the limited supply of sets/bundles that we've allocated for the June Skin Care Product Promotion and to be cognizant of other Mary Kay Independent Beauty Consultants, we will not be able to honor the discount on any orders that are placed on hold during the promotion and are NOT cleared by 11:59 p.m. Central time on June 30.

If you have purchased other products in that same order, those will be resolved/cleared, but not the qualifying set/bundle at the discounted price.

17. If I put the product in my shopping cart but didn't check out during the promotion, can I still check out and receive the 60% off suggested retail price discount after the promotion has ended since it was still in my cart?

No. To qualify for the promotional 60% off the suggested retail price, the checkout process must be completed while the June Skin Care Product Promotion is going on. As soon as the promotion is over, even though you may have the sets/bundles in your shopping cart, if you go to complete the transaction, you will receive a message that the promotional item is "Out of Stock." No exceptions will be made. You can purchase the sets/bundles at their normal wholesale prices.

18. Can the qualifying sets/bundles included in the June Skin Care Product Promotion be purchased at the discount through marykay.com, Guest Checkout or EZ Ship?

Since the promotion is independent sales force-facing ONLY, this promotion is NOT available on marykay.com, Guest Checkout or EZ Ship.

19. Can the qualifying sets/bundles included in the June Skin Care Product Promotion be purchased through Customer Delivery Service?

Yes. Due to the long-term nature of this monthlong promotion, the qualifying sets/bundles included in the June Skin Care Product Promotion are available for purchase through Customer Delivery Service on *myCustomers*SM.