

Price Changes FAQs

PRODUCT PRICE CHANGES

1. WHY IS MARY KAY INCREASING PRODUCT PRICES?

The widespread disruption caused by the global pandemic has created the need for many companies and brands – Mary Kay included – to adjust their prices because of supply chain shortages, transportation issues, and rising costs of ingredients and packaging materials. You've likely experienced product price and shipping and handling increases for everything from groceries to personal products to home goods to just about anything you purchase.

2. WHY ARE PRODUCT PRICES, *PLUS* SHIPPING AND HANDLING COSTS BEING INCREASED SIMULTANEOUSLY?

The increasing cost of transportation is just one part of the total cost increases Mary Kay is facing, which is significant. Unfortunately, the increase of shipping and handling costs have occurred at the same time as the increase of other costs – which are all due to global supply chain shortages, transportation issues, and rising costs of ingredients and packaging materials.

Please refer to the landing page on *Mary Kay InTouch*[®] to find links to helpful resources, such as the complete list of new prices, a shipping and handling price chart, and an essential list of tips with suggested dialogues to follow.

3. HOW DO I EXPLAIN TO MY CUSTOMERS THAT THEIR FAVORITE PRODUCTS COST MORE?

Please refer to The Six Most Important Tips for Price Changes document on *Mary Kay InTouch*[®] for guidance when having this conversation with your customers. The Company has equipped you with materials to be prepared and feel confident when addressing objections. Additionally, all of the Spring 2022 marketing materials – such as *The Look* – will reflect the new prices, so please make sure your customers receive a copy.

4. WHEN WILL THE PRICE CHANGES GO INTO EFFECT?

The price changes officially go into effect on Feb. 16, 2022.

SHIPPING AND HANDLING PRICE CHANGES

5. ARE THERE OTHER SHIPPING AND HANDLING PRICE CHANGES IN ADDITION TO PRODUCT ORDERS?

Yes, Buzz Kit orders, Seminar Souvenir orders and Apparel orders will all continue to be aligned with the 9+ lb. product order rate, which is increasing to \$14.95 for shipping & handling. In addition, Director Order Sheet orders will increase to \$7.95 for shipping & handling.

6. WILL THE NEW SHIPPING AND HANDLING PRICE CHANGES APPLY TO INDEPENDENT BEAUTY CONSULTANT START-UP OPTIONS?

Yes. The new shipping and handling cost for the startup options will be as listed below:

- Mary Kay eStart (\$30) + New Beauty Consultant Sample Pack (\$45): \$75 + **\$8.95*** (shipping & handling) + tax
- Starter Kit: \$130 + **\$14.95*** (shipping & handling) + tax

- Shipping and handling cost for the Starter Kit + New Beauty Consultant Sample Pack will remain at the current shipping price of \$14.95. Starter Kit(\$130) + New Beauty Consultants Sample Pack(\$45) : The total price is \$175 + \$14.95 (shipping) + Tax

*Shipping & handling cost to Alaska, Hawaii, Guam, Dominican Republic, Puerto Rico or the U.S. Virgin Islands is \$44.95.

7. IF A NEW INDEPENDENT BEAUTY CONSULTANT PLACES HER FIRST QUALIFYING ORDER AT THE SAME TIME AS HER STARTER KIT, WILL SHE CONTINUE TO BE CHARGED ONE SHIPPING FEE?

Yes. If a new Independent Beauty Consultant places her first qualifying order at the same time as her Starter Kit, she will only be charged one shipping fee of \$14.95.

8. WHAT ARE MY SHIPPING OPTIONS?

You will still have a choice in shipping options and there are no changes to the current structure. As a reminder here are the choices given during checkout:

	USPS	UPS
Product orders with shipment weight less than 1 pound	\$7.95	\$14.95
Product orders with shipment weight of 1 pound to 9 pounds	\$13.95	\$14.95
Product orders with shipment weight 9+ pounds	NA	\$14.95
Any orders shipping to Alaska, Hawaii, Guam, Dominican Republic, Puerto Rico or the U.S. Virgin Islands	NA	\$44.95 (Lynden shipping)
CDS Orders	\$5.95	\$7.95
Director Order Sheet orders with “standard” shipping	\$7.95	\$14.95
Director Order Sheet orders with “2nd Day Air” or “Overnight” shipping	NA	\$19.95 or \$29.95
All Start-Up Options, Seminar Souvenir orders, Buzz Kit orders and Career Apparel (Director Suits and NSD Suits)	NA	\$14.95
All No-Charge and PRP Orders	NA	Ships UPS at no cost to you