



# SEMINAR AWARDS 2023 FAQs

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# Seminar Awards Challenge

## Frequently Asked Questions

### 1. WHAT IS THE SEMINAR AWARDS CHALLENGE?

The Seminar Awards challenge is a yearlong challenge based on your personal unit and personal team members. There are four Seminar Courts and Circles: Beauty Consultant Queen's Court of Personal Sales, Sales Director Queen's Court of Personal Sales, Queen's Court of Sharing and Circle of Achievement or Circle of Excellence.

### 2. WHAT ARE THE QUALIFICATIONS FOR THE QUEENS' COURTS OF PERSONAL SALES?

Independent sales force members must have at least \$40,000 in personal retail sales<sup>†</sup> during the challenge time frame (July 1, 2022 – June 30, 2023).

### 3. WHAT ARE THE QUALIFICATIONS FOR THE QUEEN'S COURT OF SHARING?

Independent sales force members must add 24 *Great Start*-qualified\* new personal team members whose Independent Beauty Consultant Agreements are received and accepted by the Company during the challenge time frame from July 1, 2022, through June 30, 2023.

#### EXAMPLES:

NEW PERSONAL TEAM MEMBER	AGREEMENT DATE	ORDER TYPE AND DATE		WHOLESALE ORDER AMOUNT	QUALIFIED FOR SEMINAR COURT OF SHARING?
Angie	June 30, 2022	Initial Order	July 10, 2022	\$600	NO
Sherly	July 6, 2022	Initial Order	July 29, 2022	\$300	YES!
		2nd Order	Aug. 15, 2022	\$100	
		3rd Order	Sept. 10, 2022	\$200	
Natalie	July 31, 2022	Initial Order	Nov. 2, 2022	\$600	NO
Kim	Aug. 1, 2022	Initial Order	Sept. 2, 2022	\$225	YES!
		2nd Order	Oct. 8, 2022	\$225	
		3rd Order	Nov. 10, 2022	\$50	
		4th Order	Nov. 30, 2022	\$100	
Rachel	May 31, 2023	Initial Order	July 16, 2023	\$600	NO

#### **4. WHAT ARE THE QUALIFICATIONS FOR THE CIRCLE OF ACHIEVEMENT AND CIRCLE OF EXCELLENCE?**

Independent Sales Directors must achieve at least \$300,000 in unit retail sales volume.†

- Circle of Achievement recognition begins at \$300,000 in unit retail sales volume† and continues in \$50,000 increments thereafter.
- Circle of Excellence recognition begins at \$650,000 in unit retail sales volume† and continues in \$50,000 increments thereafter.

#### **5. WHY IS THERE A MAXIMUM OF \$13,000 IN PERSONAL RETAIL SALES† PER MONTH IN THE QUEENS' COURTS OF PERSONAL SALES?**

Although the suggested retail value of the orders placed in a calendar month may be higher, no more than \$13,000 in personal retail sales† per month will count toward your total challenge credit. This rule was created to encourage consistent yearlong retail selling throughout the Seminar year. Any order placed should be tied to legitimate customer demand. This safeguard is in place to ensure that Independent Beauty Consultants are not purchasing inventory or products simply to maintain their status or to receive recognition.

#### **6. WHY IS THERE A MAXIMUM OF 13 NEW PERSONAL TEAM MEMBERS PER MONTH IN THE QUEEN'S COURT OF SHARING?**

A new personal team member who becomes *Great Start*-qualified\* will count toward the monthly maximum of 13 in the month her Independent Beauty Consultant Agreement is received and accepted by the Company, not the month she becomes qualified. If more than 13 new team members' Agreements are received and accepted by the Company in a calendar month during the challenge time frame, the 13 with the highest commissions earned by the recruiter will count toward the maximum. This rule was created to encourage consistent team-building throughout the Seminar year.

Every individual who submits an Agreement to the Company must have the intent to run a Mary Kay business. This safeguard is in place to avoid fraud and help prevent the submission of Agreements simply to maintain status or obtain recognition.

#### **7. MY GOAL IS TO ACHIEVE COURT OF PERSONAL SALES, BUT I NEED TO PLACE AN ORDER HIGHER THAN THE \$13,000 CAP. CAN I GET AN EXCEPTION?**

Although the suggested retail value of the orders placed in a calendar month may be higher, no more than \$13,000 in personal retail sales† per month will count toward your total challenge credit. This rule was created to encourage consistent yearlong retail selling throughout the Seminar year. Any order placed should be tied to legitimate customer demand. This safeguard is in place to ensure that Independent Beauty Consultants are not purchasing inventory or products simply to maintain their status or to receive recognition.

#### **8. I DEBUTED AS AN INDEPENDENT SALES DIRECTOR DURING THE SEMINAR YEAR. IN WHICH QUEEN'S COURT OF PERSONAL SALES WILL I BE RECOGNIZED?**

If you debut prior to July 1, 2023, you will be recognized in the Sales Director Queen's Court of Personal Sales. July 1, 2023, debuts will be recognized in the Beauty Consultant Queen's Court of Personal Sales.

#### **9. DO PRODUCT BONUS BUNDLES COUNT TOWARD MY PERSONAL RETAIL SALES AND UNIT RETAIL SALES VOLUME?**

Yes. Your personal retail sales† are based on the purchase of wholesale Section 1 products for sale to end consumers and the suggested retail value of any Section 1 product bonus bundles.

#### **10. MY OFFSPRING INDEPENDENT SALES DIRECTOR HAS LOST HER SALES DIRECTOR STATUS. WILL HER UNIT RETAIL SALES VOLUME BE ADDED TO MY UNIT RETAIL SALES VOLUME?**

No. Unit retail sales volume from the months your offspring was a Sales Director will NOT be added to your unit retail sales volume.

#### **11. IF MY NEW UNIT MEMBER WAS PREVIOUSLY AN INDEPENDENT BEAUTY CONSULTANT BUT BECAME INACTIVE, THEN SUBMITTED A NEW INDEPENDENT BEAUTY CONSULTANT AGREEMENT DURING THE QUALIFICATION TIME FRAME, DOES SHE/HE COUNT TOWARD THIS CHALLENGE?**

Yes. If she/he terminated her/his Mary Kay business by being inactive for a minimum of 13 months and then submitted a new Independent Beauty Consultant Agreement, has a new Consultant number and her/his new Independent Beauty Consultant Agreement is received and accepted during the qualification time frame, she/he would count toward this challenge.

## 12. HOW CAN I TRACK MY RETAIL SALES AND PERSONAL TEAM MEMBERS?

Reports have been created for all Seminar Courts and Circles and are posted on *Mary Kay InTouch*<sup>®</sup> > Business Tools > *myBusiness*<sup>SM</sup> > Reports:

- Queens' Courts of Personal Sales.
- Queen's Court of Sharing.
- Circle of Achievement (includes Circle of Excellence).

## 13. WHEN ARE NEGATIVE ADJUSTMENTS APPLIED?

- Personal negative adjustments are deducted instantly.
- Circle of Achievement or Circle of Excellence negative adjustments:
  - » If adjustments are made in the same month that the order was placed, the adjustments are deducted instantly.
  - » If adjustments are made any month after the month that the order was placed, adjustments are deducted two months after the adjustment is processed.
- *Great Start*-qualified\* team members' negative adjustments are deducted the month they are adjusted. This includes May and June adjustments.

## 14. WHAT IS THE INDEPENDENT SALES DIRECTOR NEW OFFSPRING RETAIL CREDIT?

It is a retail "credit" Independent Sales Directors who debut one or more first-line U.S. offspring Independent Sales Directors from July 1, 2022, through June 30, 2023, can earn.

Independent Sales Directors who debut one or more first-line U.S. offspring Independent Sales Directors from July 1, 2022, through June 30, 2023, are eligible to count **up to \$25,000** of their first-line offsprings' unit retail sales volume toward their own Unit Circle recognition for each offspring Independent Sales Director they personally debut during the challenge time frame. In order to earn this credit, the first-line U.S. offspring Independent Sales Director MUST maintain Independent Sales Director status as of June 30, 2023, for the credit to be applied to the Independent Senior Sales Director's year-end unit retail sales volume.

## 15. I HAVE NEW OFFSPRING RETAIL CREDIT. WHEN WILL IT BE ADDED TO MY UNIT RETAIL SALES VOLUME?

You will see New Offspring Retail Credit reflected in your Circle of Achievement report and your Seminar Tracking Report starting the morning of **July 1**. We will run daily updates starting July 1. Because of the volume of orders that we need to process for Seminar year-end, all retail sales calculations, including the New Offspring Retail Credit amounts, will continue to be updated daily until June business is closed.

## 16. WHAT DOES IT MEAN WHEN WE SAY "ONE OR MORE"?

It means that you need to debut at least one new first-line U.S. offspring Independent Sales Director to earn the New Offspring Retail Credit, but there is no limit to how many new offspring Sales Directors you can earn the credit for. The more offspring Sales Directors you debut during the challenge time frame, the more retail credit you could earn at the end of the year.

You can earn **up to** a maximum of \$25,000 in retail credit for each of your offspring Sales Directors' unit retail sales volume during the challenge time frame.

### CHALLENGE EXAMPLES:

NEW FIRST-LINE OFFSPRING ISD	UNIT RETAIL SALES VOLUME	CREDIT TOWARD YOUR UNIT CIRCLE
Janice	\$10,000	\$10,000
Katie	\$25,000	\$25,000
Taylor	\$40,000	\$25,000

## 17. WHAT DOES “WITHIN THE SEMINAR YEAR” MEAN?

With respect to the New Offspring Retail Credit challenge rules, “within the Seminar year” means that your offspring Sales Director must debut July 1, 2022, through June 30, 2023.

## 18. WHAT DOES “CAN COUNT UP TO \$25,000 OF THEIR OFFSPRINGS’ UNIT RETAIL SALES VOLUME TOWARD THEIR OWN UNIT CIRCLE RECOGNITION” MEAN?

This means that as your new offspring Sales Director begins a new unit, you are eligible to earn credit for the unit retail sales volume the new unit accrues through June 30, 2023, with a maximum credit of \$25,000 per offspring Sales Director.

At the end of the Seminar year, the amount of unit retail sales volume your offspring Sales Director has accrued (with a maximum of \$25,000 per offspring) can be added to your year-end unit retail sales volume amount if the offspring Sales Director maintains Independent Sales Director status as of June 30, 2023. It is not an automatic \$25,000.

## 19. WHY IS IT CALLED A RETAIL “CREDIT”?

It is called a retail credit because it will not be added to your Circle of Achievement or Circle of Excellence unit retail sales volume until the end of the challenge time frame.

In order to earn the retail credit at the end of the year, your offspring Independent Sales Director(s) must maintain their Sales Director status as of June 30, 2023.

## 20. WHAT HAPPENS TO MY NEW OFFSPRING RETAIL CREDIT IF THE OFFSPRING INDEPENDENT SALES DIRECTOR DOES NOT MAINTAIN SALES DIRECTOR STATUS DURING THE CHALLENGE TIME FRAME?

If your offspring Sales Director loses her Sales Director status, you will immediately lose the retail credit you have accrued from her unit retail sales volume, and it will no longer be reflected in your online reports.

## 21. I DEBUTED AS AN INDEPENDENT SALES DIRECTOR DURING THE CHALLENGE TIME FRAME. WHAT HAPPENS IF I AM NOT A SALES DIRECTOR AT THE END OF THE CHALLENGE TIME FRAME?

If you are not a Sales Director at the end of the challenge time frame, you are not eligible to earn the New Offspring Retail Credit.

## 22. I DEBUTED AS AN INDEPENDENT SALES DIRECTOR DURING THE CHALLENGE TIME FRAME. WHAT HAPPENS TO MY NEW OFFSPRING RETAIL CREDIT IF I LOSE MY SALES DIRECTOR STATUS DURING THE CHALLENGE TIME FRAME, BUT THEN REGAIN IT DURING THE CHALLENGE TIME FRAME?

If this happens, only the unit retail unit sales volume from your **new unit** will count toward Circle of Achievement or Circle of Excellence. In addition, you are eligible to receive the New Offspring Retail Credit for any first-line offspring Sales Directors you personally debut from your **new unit**.

## 23. CAN I EARN ADDITIONAL NEW OFFSPRING RETAIL CREDIT WHEN MY SECOND-LINE INDEPENDENT SALES DIRECTOR MOVES UP TO MY FIRST-LINE?

No. You must personally debut the first-line offspring in order to earn the New Offspring Retail Credit.

## 24. CAN I USE THIS NEW OFFSPRING RETAIL CREDIT TOWARD ON-TARGET RANKING AND REWARDS AT LEADERSHIP CONFERENCE OR CAREER CONFERENCE?

No. This is a credit only and will not count toward your unit retail sales volume until the end of the challenge time frame.

## 25. WHAT IF I DEBUT AS AN INDEPENDENT NATIONAL SALES DIRECTOR DURING THE CHALLENGE TIME FRAME?

If you debut as an Independent National Sales Director during the challenge time frame, you are eligible to earn the amount of retail credit your new offspring Sales Director(s) have accrued up through your last month as an Independent Sales Director (the maximum credit per offspring Sales Director is \$25,000).

However, for you to earn the retail credit your offspring Sales Directors have accrued up to that point, your offspring Sales Directors must maintain their Sales Director status through June 30, 2023.

## 26. HOW CAN I TRACK THIS CREDIT?

The credit will be tracked in the Unit Circles report on *Mary Kay InTouch*<sup>®</sup> > Business Tools > *myBusiness*<sup>SM</sup> > Reports > Contests & Promotions > Unit Circles.

## **27. WHEN IS THE NEW OFFSPRING RETAIL CREDIT APPLIED AT THE END OF THE CHALLENGE TIME FRAME?**

You will see the New Offspring Retail Credit reflected in your Circle of Achievement report and in your Seminar Tracking report starting the morning of **July 1**.

Because of the volume of orders that we need to process for Seminar year-end, all retail sales calculations, including the New Offspring Retail Credit amounts, will continue to be updated daily until June business is closed.

## **28. WILL I RECEIVE A FORM 1099-NEC FOR MY REWARD?**

Yes. As an independent business owner, you are required to report your Mary Kay business activities to the IRS, including rewards received from Mary Kay. Per the IRS, Mary Kay will issue a Form 1099-NEC for Independent Beauty Consultants and Independent Sales Directors who receive commissions or rewards in excess of \$600 in a calendar year. You will also receive this form if your wholesale purchases total \$5,000 or more in a calendar year.

## **29. AS AN INDEPENDENT NATIONAL SALES DIRECTOR, CAN I PURCHASE ANY OF THE REWARDS OFFERED IN MARY KAY CHALLENGES AND PROMOTIONS?**

No. Unfortunately, National Sales Directors cannot purchase any rewards offered in Mary Kay challenges and promotions. We work with our vendors to order ahead of time to work out quantities for our challenge achievers, which leaves us with little to no inventory.

## **30. WE USED TO BE ABLE TO PURCHASE REWARDS. WHY HAS THAT CHANGED?**

Our system can't support this. It causes issues in our system due to National Sales Directors not participating in the challenge. In addition, our vendors can't support small quantity orders.

## **31. I HAVE A BACKUP WITHHOLDING. CAN I STILL GET MY REWARD?**

Yes. However, you must pay your backup withholding in full at the time your reward is awarded to guarantee you'll receive a reward. If your backup withholding is not paid in full as soon as possible, this could result in us not having any more inventory.

In addition, for the purposes of Form 1099-NEC, if you have a backup withholding balance, you must pay the backup withholding balance in full by Nov. 30, 2023, in the same year the award was earned. If the balance is not paid in full by Nov. 30, 2023, you will have forfeited your reward for that year.

## **32. I WOULD LIKE TO OPT OUT FROM ALL REWARDS FOR THE ENTIRE SEMINAR YEAR. WHOM DO I NEED TO CONTACT?**

You can contact the Mary Kay Prize Department at 800-272-9333, Option 4.

## **33. I QUALIFIED TO RECEIVE A REWARD, BUT I'M NO LONGER AN INDEPENDENT BEAUTY CONSULTANT. DO I STILL RECEIVE MY REWARD?**

No. To receive a reward, an Independent Beauty Consultant must be in good standing with the Company at the time the reward is presented.

*\*Retail sales are calculated on wholesale purchases of Section 1 products and the suggested retail value of Section 1 product bonuses.*

*\*A Great Start-qualified new personal team member is one who has personal retail sales of \$600 or more in wholesale Section 1 products, within the Great Start time frame. The wholesale order(s) to support this retail sales amount can be a single order or cumulative orders. The Great Start time frame is the month your Agreement is received and accepted by the Company plus the following three calendar months. New Independent Beauty Consultants whose Agreements are received in the months of April through June 2023 must place the qualifying single initial order or cumulative orders by June 30, 2023.*

# Seminar Awards Reward Selections

## Frequently Asked Questions

### 1. I'M ON-TARGET TO ACHIEVE A SEMINAR COURT AND/OR CIRCLE. WHEN CAN I MAKE MY SELECTION?

The **reward selection process will start in March** and will continue each month thereafter through June. If you are on-target for any Seminar Court and/or Circle during this time frame, you will receive an email requesting your selection. It is imperative that you make your selection as soon as possible. If you are on-target and did not receive an email or action item on *Mary Kay InTouch*®, feel free to call the Mary Kay Prize Department at 800-272-9333, Option 4. All selections must be made by July 1, 2023. If a selection is not made by July 1, 2023, your reward will automatically default to the cash option.

**IMPORTANT NOTE:** The Mary Kay Prize Department will not make outgoing calls to take your reward selection. All orders must be processed through *Mary Kay InTouch*® when you receive the action item.

### 2. I HAVE MADE MY SEMINAR REWARD SELECTION. IS ITS ARRIVAL GUARANTEED BY SEMINAR?

When you receive an on-target email, you can make your award selection. This selection assists us in forecasting and ordering. Orders are placed in bulk before the challenge closes and before year-end reports are final. You are not considered an achiever of the challenge until the challenge has closed and year-end reports have been finalized. You are simply considered on-target until that time. Once year-end reports are finalized, those who achieved the challenge have a jewelry piece ordered for them based on their selection. If your selection is made before the July 1, 2023, deadline, we should receive it by Seminar. If the selection is made after the deadline, we will try our best to have it for you by Seminar, but it is not guaranteed.

### 3. WILL REWARDS FROM PAST SEMINAR AWARDS BE AVAILABLE?

Yes. We have a limited number of rewards from past Seminar Awards available for the Courts of Personal Sales and the Half-Million-Dollar Circle of Achievement and above. A list of these rewards can be found on *Mary Kay InTouch*® through the link provided in your on-target email or under the Supporting Materials tab on the Seminar Awards webpage (*Mary Kay InTouch*® > Contests/Promotions > Recognition > Seminar Awards 2023). To make your selection for a past reward, you must call the Mary Kay Prize Department at 800-272-9333, Option 4. These selections are final.

### 4. CAN I SELECT A CASH REWARD AS MY SEMINAR AWARDS REWARD?

Yes. **ALL** achievers have the opportunity to select the cash reward as their Seminar Awards reward. If the cash reward is selected, it will be directly deposited into your account by the end of your Seminar or sooner. Mary Kay Inc. does **NOT** distribute checks. If direct deposit is not set up with Mary Kay, you will receive your cash payment via a Visa Paycard. In addition, Double Star and Triple Star achievers are eligible to earn a \$100 cash reward via direct deposit or Visa Paycard for their achievements.

### 5. WHEN WILL I RECEIVE MY DOUBLE STAR AND TRIPLE STAR \$100 CASH REWARD?

The \$100 cash reward will be directly deposited into your account by the end of your Seminar or sooner. If direct deposit is not set up with Mary Kay, you will receive your cash payment via a Visa Paycard.

### 6. HOW MUCH IS THE CASH REWARD FOR THE SEMINAR AWARDS COURTS AND/OR CIRCLES?

- Double Star and Triple Star = \$100
- Court of Personal Sales = \$500
- Court of Sharing = \$525
- Half-Million-Dollar Circle of Achievement and Circle of Excellence (\$500,000 – \$750,000) = \$3,750
- Circle of Excellence Prestige (\$800,000 and above) = \$4,250

### 7. IF I SELECT A CASH REWARD FOR MY SEMINAR AWARDS REWARD, WILL I RECEIVE A CHECK?

No. Mary Kay Inc. no longer prints checks. All Seminar Awards cash rewards will be directly deposited. If direct deposit is not set up with Mary Kay, you will receive cash payment via Visa Paycard.

### 8. IF I SELECT A CASH REWARD FOR MY SEMINAR AWARDS REWARD, IS DIRECT DEPOSIT AVAILABLE?

Yes. All Seminar Awards cash rewards will be directly deposited. If direct deposit is not set up with Mary Kay, you will receive your cash payment via a Visa Paycard.

## 9. WHAT IF I SELECT A HALF-MILLION-DOLLAR CIRCLE OF ACHIEVEMENT RING AND ACHIEVE \$800,000 CIRCLE OF EXCELLENCE PRESTIGE?

If you achieve \$800,000 Circle of Excellence Prestige or above, you have the 3 options listed below. If you choose Option 2 or 3, you must call the Mary Kay Prize Department at 800-272-9333, Option 4, to make your selection.

- Option 1: Half-Million-Dollar Circle of Achievement ring plus a \$500 cash reward
- Option 2: Prestige Ring
- Option 3: \$4,250 cash reward

## 10. WHEN WILL I RECEIVE MY SEMINAR AWARDS REWARD(S)?

If you attend Seminar, you can pick up your Seminar Awards reward(s) on Day 2 during the Awards Show at the Hall of Dreams booth. If the cash reward is selected, you will receive your cash reward via direct deposit. If you do not attend Seminar, your reward(s) will be mailed to you following all Seminars.

## 11. I DID NOT ATTEND SEMINAR. WHEN CAN I EXPECT MY SEMINAR AWARDS REWARD(S)?

If you do not attend Seminar, the process to ship your reward(s) will start after ALL Seminars are over. There is a detailed process to ensure that all high-valued rewards are accounted for and received back into inventory properly. We understand you are very eager to receive your reward(s) but ask for your patience while we complete this process with accuracy. You should receive your beautiful jewelry very soon!

## 12. CAN I CHANGE MY SEMINAR AWARDS REWARD PRIOR TO RECEIVING IT?

Yes. You may change your Seminar Awards reward selection, **BUT ONLY** if the reward is not considered a custom order or special request. Seminar Awards rewards from prior years are also considered custom orders. However, you must change your order before July 1, 2023. To confirm, please contact the Mary Kay Prize Department at 800-272-9333, Option 4.

## 13. WHAT QUALIFIES AS A SPECIAL REQUEST?

A special request is anything other than the four sizes (size 6, 7, 8, or 9) we offer. For example, if someone requests a size 10, this is considered a special request because we don't offer that as a selection on *Mary Kay InTouch*®. In addition, this selection cannot be exchanged for another size or cash reward.

## 14. WHEN WILL I RECEIVE MY \$1,000 BONUS FOR ACHIEVING A HIGHER UNIT CIRCLE?

The \$1,000 bonus will be directly deposited into your account by your Seminar or sooner.

## 15. WHEN DO I PLACE MY SELECTION FOR THE CIRCLE OF ACHIEVEMENT/CIRCLE OF EXCELLENCE PLAQUE OR THE CASH REWARD?

As a reminder, in 2018, we made the change to offer Circle of Achievement/Circle of Excellence achievers the opportunity to choose the plaque or a cash reward for their achievement. The cash reward for the Circle of Achievement is \$50. The cash reward for the Circle of Excellence is \$75. The reward selection process will start in March and will continue through June. If you are on-target at any point during this time frame, you will receive an email requesting your selection. It is imperative that you make your selection as soon as possible. If you are on-target and did not receive an email or action item on *Mary Kay InTouch*®, feel free to call the Mary Kay Prize Department at 800-272-9333, Option 4, to make your selection. Selections must be made by July 1, 2023. If a selection is not made by July 1, your reward will automatically default to the cash reward.

## 16. I SELECTED THE CASH REWARD INSTEAD OF MY CIRCLE OF ACHIEVEMENT/CIRCLE OF EXCELLENCE PLAQUE. WHEN WILL I RECEIVE IT?

Your cash reward will be directly deposited by the end of your Seminar or sooner. If direct deposit is not set up with Mary Kay, you will receive your cash payment via a Visa Paycard.

## 17. WHEN WILL I RECEIVE MY CIRCLE OF ACHIEVEMENT/CIRCLE OF EXCELLENCE PLAQUE?

The plaque will be shipped to your address on file by September or sooner.

## 18. I WOULD LIKE TO OPT OUT FROM ALL REWARDS FOR THE ENTIRE SEMINAR YEAR. WHOM DO I CONTACT?

You can contact the Mary Kay Prize Department at 800-272-9333, Option 4.

## 19. WILL I BE ISSUED A FORM 1099-NEC FOR MY REWARD?

Yes. As an independent business owner, you are required to report your Mary Kay business activities to the IRS, including rewards received from Mary Kay. Per the IRS, Mary Kay will issue a Form 1099-NEC for Independent Beauty Consultants and Independent Sales Directors who receive commissions or rewards in excess of \$600 in a calendar year. You will also receive this form if your wholesale purchases total \$5,000 or more in a calendar year.

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# Seminar Awards Jewelry Care Repairs and Replacement

## Frequently Asked Questions

### 1. I EARNED MY SEMINAR AWARDS JEWELRY WITHIN THE YEAR, AND IT NEEDS REPAIR. WHAT CAN I DO?

Your jewelry has a one-year warranty that begins upon receipt of your reward at Seminar and ends at the end of September of the following year. You can contact the Mary Kay Prize Department at 800-272-9333, Option 4.

**IMPORTANT NOTE:** If your Seminar Awards jewelry is worked on in any way (resized or repaired) by anyone other than the jewelry company that provided the jewelry to Mary Kay Inc., the one-year warranty will be voided.

### 2. MY SEMINAR AWARDS RING DOES NOT FIT. CAN I GET IT RESIZED?

Yes. Your jewelry has a one-year warranty which includes one resize, as long as it is within the specified sizing tolerance. The one-year warranty begins upon receipt of your reward at Seminar and ends at the end of September of the following year. For specified sizing tolerance for your ring, you can contact the Mary Kay Prize Department at 800-272-9333, Option 4.

**IMPORTANT NOTE:** If the resizing falls outside of the sizing tolerance, we will not be able to replace your ring. Therefore, we recommend that you go to a local jeweler prior to making your size selection to ensure you select the correct size.

If your Seminar Awards jewelry is worked on in any way (resized or repaired) by anyone other than the jewelry company that provided the jewelry to Mary Kay Inc., the one-year warranty will be voided.

### 3. WHERE DO I SEND MY SEMINAR AWARDS JEWELRY TO BE REPAIRED?

- If you are still within your one-year warranty, you will need to contact the Mary Kay Prize Department at 800-272-9333, Option 4, before sending any items for repair.
- If your Seminar Awards jewelry is PAST the one-year warranty, Mary Kay Inc. will no longer manage these repairs. However, you have two options:
  - » Option 1: Take your repair to a local jeweler.
  - » Option 2: You may contact the Mary Kay Prize Department at 800-272-9333, Option 4, who can provide you with the appropriate jewelry company information. If you choose to work with the jewelry company directly, you will become their customer, and Mary Kay Inc. will not manage any part of the repair process.

### 4. HOW DO I KNOW IF MY SEMINAR AWARDS JEWELRY IS STILL WITHIN THE ONE-YEAR WARRANTY?

The one-year warranty starts in July (or September for those who do not attend Seminar), the year you received the Mary Kay jewelry, and will go through the end of September of the following year. For example, if the Seminar Awards jewelry is earned at Seminar 2023, the warranty will end Sept. 30, 2024.

### 5. I NEED AN APPRAISAL FOR MY SEMINAR AWARDS JEWELRY. CAN MARY KAY INC. SEND ME A COPY?

No. Appraisals on jewelry earned at Seminar 2023 will be available on *Mary Kay InTouch*<sup>®</sup> > Business Tools > *myBusiness*<sup>SM</sup> > Reports shortly after all Seminars are over. When appraisals become available, an email will be sent to everyone who selected Seminar Awards jewelry as a reward. You MUST print your appraisal(s) by Dec. 31, 2023. If the appraisal is not printed by the deadline, you will have to purchase a new appraisal either through your local jeweler or by contacting the jewelry company that provided your jewelry to Mary Kay Inc. Mary Kay is unable to process requests for appraisals.

### 6. WHAT IS AN APPRAISAL?

An appraisal is a detailed document, created by the jewelry company that provided the jewelry to determine its monetary value. Appraisals are for insurance purposes, and we highly recommend that you insure your Mary Kay jewelry in case of loss or theft.

## **7. WHY DO I NEED TO PRINT OR SAVE MY JEWELRY APPRAISAL?**

Appraisals are proofs of ownership of your jewelry piece. If the jewelry piece is lost or stolen and insured, the insurance company can use the appraisal to replace the item at the value stated on the appraisal. Please consult with your insurance company for specific information on what they require in terms of appraisals for your jewelry. As a reminder, if the appraisal **for the jewelry earned at Seminar 2023 is not printed by Dec. 31, 2023**, you will have to purchase a new appraisal either through your local jeweler or by contacting the jewelry company that provided your jewelry to Mary Kay Inc. **NO EXCEPTIONS.** Mary Kay is unable to process requests for appraisal replacements.

## **8. DOES MY APPRAISAL HAVE AN EXPIRATION DATE?**

No. However, the appraised value might change due to the cost of gold and diamonds fluctuating. We recommend that you check with your insurance company for their specific guidelines regarding appraisal updates. These can vary; therefore, it's always best to confirm with your insurance company to ensure you are covered for your insurance needs.

## **9. I LOST MY APPRAISAL. CAN I GET A NEW ONE?**

No. Mary Kay is unable to provide a new appraisal. You will have to purchase a new appraisal either through your local jeweler or by contacting the jewelry company that provided your jewelry to Mary Kay Inc. Mary Kay Inc. is unable to process requests for appraisal replacements.

## **10. I LOST MY SEMINAR AWARDS JEWELRY. CAN I PURCHASE A NEW PIECE?**

Yes, but only if Mary Kay has it in inventory. Unfortunately, our jewelry company cannot remake any Seminar Awards jewelry pieces after the year we offer them. Please contact the Mary Kay Prize Department at 800-272-9333, Option 4, to confirm.

## **11. I LOST MY SEMINAR AWARDS JEWELRY, AND I DON'T HAVE MY APPRAISAL(S) TO FILE A CLAIM. CAN MARY KAY PROVIDE AN APPRAISAL OR JEWELRY INFORMATION?**

No. Mary Kay is unable to provide an appraisal. However, if earned within the last seven years and your insurance company needs verification of when the jewelry was earned, you can contact the Mary Kay Prize Department at 800-272-9333, Option 4, for jewelry information.

## **12. I CANNOT FIND A LOCAL JEWELER TO REPAIR MY SEMINAR AWARDS JEWELRY. WHAT DO I DO?**

You can contact the Mary Kay Prize Department at 800-272-9333, Option 4, who can provide you with the appropriate jewelry company information. If you choose to work with the jewelry company directly, you will become their customer, and Mary Kay Inc. will not manage any part of the repair process.

## **13. MY SEMINAR AWARDS JEWELRY BROKE BEFORE THE ONE-YEAR WARRANTY, BUT I WAS UNABLE TO CALL MARY KAY PRIOR TO THE WARRANTY DEADLINE. CAN I STILL GET MY SEMINAR AWARDS JEWELRY REPAIRED UNDER THE ONE-YEAR WARRANTY?**

No. You must call Mary Kay prior to the one-year warranty deadline.

## **14. I TOOK MY SEMINAR AWARDS JEWELRY TO A LOCAL JEWELER, AND THEY ARE QUESTIONING THE QUALITY OF THE RING. WHAT DO I DO?**

Please refer to your appraisal for the description of your ring. Each ring is made specifically for Mary Kay, and the jeweler/appraiser may have questions regarding the gemstone types and weights.

## **15. WHEN SHOULD I TAKE MY SEMINAR AWARDS JEWELRY IN FOR REPAIRS?**

It is very important to promptly have your Seminar Awards jewelry repaired if you notice damaged prongs or loose stones. Correcting these problems as soon as possible will help to minimize repairs and repair costs long term.

## **16. I RECEIVED MY SEMINAR AWARDS REWARD AND WOULD LIKE TO EXCHANGE IT. WHOM DO I CONTACT?**

We cannot make any Seminar Awards 2023 reward exchanges. If you need to resize your ring, please refer to Question #2.

If you did not make a selection by the July 1, 2023, deadline and were defaulted to a cash reward, you cannot exchange the cash reward for a reward. To close out Seminar, we have to load reward selections for all Seminar Awards achievers. We make many attempts to contact all achievers before moving them to a cash reward. Once cash has been deposited, we are unable to make the change to a physical reward.

## **17. HOW CAN I CLEAN MY SEMINAR AWARDS JEWELRY AT HOME?**

A good beginning is to clean your jewelry regularly. To clean, soak your jewelry in a solution of dish soap and warm water, and then gently scrub with a soft toothbrush. Be sure to scrub the underside. A soft-bristled toothbrush is safe to use on all hard-faceted stones (NOT pearls). Rinse with clean water and pat dry. Keeping your Seminar Awards jewelry clean will help to maintain its maximum beauty. It is also important to periodically examine your Seminar Awards jewelry since, over a long period of time, prongs can become thin or bent and stones can become loose.

## **18. CAN I SAFELY WEAR MY SEMINAR AWARDS JEWELRY AT ALL TIMES?**

Seminar Awards jewelry should not be worn when doing heavy work with your hands. Be careful not to strike your Seminar Awards jewelry against hard surfaces, as this could cause damage and even chip or break a stone. When wearing multiple rings, you should avoid clapping and other activities that allow the rings to strike against each other with force.