

FREQUENTLY ASKED QUESTIONS

MARY KAY CLINICAL SOLUTIONS[®] BOOSTERS

1. WHAT IS THE DIFFERENCE BETWEEN A BOOSTER AND A SERUM? DO I NEED BOTH PRODUCTS IN MY SKIN CARE ROUTINE?

Both boosters and serums hold a valuable place in a skin care routine. Similar to cleansing and moisturizing, serums serve as an everyday step in achieving your healthiest skin. They take a broader, multi-benefit approach to addressing skin needs. They often feature several key ingredients alongside a blend of other skin-loving additions such as botanicals and extracts.

Boosters, on the other hand, are intended to complement any skin care regimen if and when you're faced with a specific skin concern you want additional help with. They are a solution-specific skin care option designed to address a very targeted skin concern in order to help take your skin care to the next level. They harness the power of a very narrow set of high concentration ingredients, allowing you to target a singular benefit like never before.

2. WHEN WOULD I RECOMMEND A *MARY KAY CLINICAL SOLUTIONS*[®] BOOSTER TO A CUSTOMER?

Boosters are recommended for anyone looking to target a very specific skin concern with a next level approach. If you have a customer who is particularly concerned about either lines and wrinkles or hydration, then a booster might be the solution for them. Follow the below chart to engage with your customer and determine which booster is right for them.

CUSTOMER CONCERN	QUESTION TO CUSTOMER	RECOMMENDATION
Lines and wrinkles	<p>Are lines and wrinkles your single biggest skin concern?</p> <p>Have you incorporated an age-defying serum into your daily regimen but want to do more to target lines and wrinkles specifically?</p> <p>Are you interested in a dermocosmetic solution to target your lines and wrinkles?</p>	<p>No matter what regimen a customer is currently using, they might be interested in targeting lines and wrinkles specifically. If the answer is yes to any of the questions, recommend complementing their current regimen with the <i>Mary Kay Clinical Solutions</i>[®] C + Resveratrol Line-Reducer.</p>
Hydration	<p>Is hydration your single biggest skin concern?</p>	<p>If the answer is yes to any of the questions, recommend</p>

	<p>Are you currently using a moisturizer both day and night but want to do more to hydrate skin specifically?</p> <p>Do find cream or oil hydrating products not suitable for you?</p> <p>Are you interested in a dermocosmetic solution to target skin hydration?</p>	<p>complementing their current regimen with the <i>Mary Kay Clinical Solutions</i>[®] HA + Ceramide Hydrator.</p>
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3. SHOULD I ONLY RECOMMEND *MARY KAY CLINICAL SOLUTIONS*[®] BOOSTERS TO MY *TIMEWISE REPAIR*[®] CUSTOMERS?

Anyone could want the benefits of *Mary Kay Clinical Solutions*[®] Boosters regardless of their current skin care regimen. You can offer it to your customers using *Botanical Effects*[®], *TimeWise Miracle Set 3D*[®], *TimeWise Repair*[®] or *Clear Proof*[®] products.

4. WHY ARE THEY CALLED “BOOSTERS,” BUT BOOSTER ISN’T IN THE PRODUCT NAME?

Similar to a cleanser, moisturizer or serum, “booster” refers to the skin care category of these products. Booster isn’t in the individual names as length is a consideration and the most important aspect of each product is its key ingredients and benefits. However, it is accurate to refer to each product generically as a booster or together as boosters.

5. WHAT IS THE RECOMMENDED USAGE FOR EACH BOOSTER?

Always introduce one new product at a time. After cleansing and toning, squeeze 6-8 drops (individual usage may vary depending on personal preference) into hands, then smooth evenly over face and neck, avoiding the eye area. Follow with your favorite *Mary Kay*[®] serum and moisturizer. And remember, consistency is key to achieve maximum benefits.

- Mary Kay Clinical Solutions*[®] C + Resveratrol Line-Reducer
 Use twice a day. A slight sensation may be noticed. For best results, use within 6 months after opening, and store in a cool, dark place. Can be layered with *Mary Kay Clinical Solutions*[®] HA + Ceramide Hydrator. Can be used with *Mary Kay Clinical Solutions*[®] Retinol 0.5 after completing the retinization process.
- Mary Kay Clinical Solutions*[®] HA + Ceramide Hydrator
 Use twice a day. Can be layered with *Mary Kay Clinical Solutions*[®] C + Resveratrol Line-Reducer. Can be layered with *Mary Kay Clinical Solutions*[®] Retinol 0.5.

6. CAN I USE MARY KAY CLINICAL SOLUTIONS® BOOSTERS WITH MARY KAY CLINICAL SOLUTIONS® RETINOL 0.5?

- *Mary Kay Clinical Solutions*® HA + Ceramide Hydrator – yes, including during retinization, when skin is adjusting to the potency of *Mary Kay Clinical Solutions*® Retinol 0.5 to address increased dryness.
- *Mary Kay Clinical Solutions*® C + Resveratrol Line-Reducer – yes, but only after the retinization process is complete. It is recommended you apply your vitamin C formulas in the morning and/or alternate evenings from your application of *Mary Kay Clinical Solutions*® Retinol 0.5.

7. WHAT IS THE ORDER OF APPLICATION WHEN USING THE BOOSTERS WITH THE MARY KAY CLINICAL SOLUTIONS® RETINOL 0.5 SET?

- Cleanse and tone, morning and evening
- *Mary Kay Clinical Solutions*® Booster, morning and evening
- *Mary Kay Clinical Solutions*® Retinol 0.5, evening (if using)
- Apply the booster after cleansing and toning and follow with *Mary Kay Clinical Solutions*® Calm + Restore Facial Milk, morning and evening, or as needed (if using)
- Moisturize, morning and evening

8. WHAT IS THE ORDER OF APPLICATION IF I USE MARY KAY CLINICAL SOLUTIONS® CALM + RESTORE FACIAL MILK WITH A BOOSTER BUT NOT THE MARY KAY CLINICAL SOLUTIONS® RETINOL 0.5?

Apply the booster after cleansing and toning and follow with *Mary Kay Clinical Solutions*® Calm + Restore Facial Milk.

9. WHAT IS THE ORDER OF APPLICATION IF I USE MARY KAY CLINICAL SOLUTIONS® HA + CERAMIDE HYDRATOR WITH THE MARY KAY CLINICAL SOLUTIONS® C + RESVERATROL LINE REDUCER?

Apply the *Mary Kay Clinical Solutions*® C + Resveratrol Line-Reducer first and then apply the *Mary Kay Clinical Solutions*® HA + Ceramide Hydrator as the second booster.

10. CAN I USE THE MARY KAY CLINICAL SOLUTIONS® BOOSTERS TOGETHER?

Yes, you can use both the *Mary Kay Clinical Solutions*® C + Resveratrol Line-Reducer and the *Mary Kay Clinical Solutions*® HA + Ceramide Hydrator, if applied separately.

11. CAN I MIX MARY KAY CLINICAL SOLUTIONS® BOOSTERS INTO OTHER PRODUCTS?

No. *Mary Kay Clinical Solutions*® Boosters are designed to be used as a standalone step added to a skin care routine.

12. CAN MARY KAY CLINICAL SOLUTIONS® BOOSTERS BE USED WITH OTHER MARY KAY® PRODUCTS?

Yes, *Mary Kay Clinical Solutions*® Boosters can be incorporated into your current *Mary Kay*® skin care routine. However, if using *Mary Kay Clinical Solutions*® Retinol 0.5, it is recommended to introduce *Mary Kay Clinical Solutions*® C + Resveratrol Line-Reducer only after completing the retinization process. *Mary Kay Clinical Solutions*® HA + Ceramide Hydrator can be used during or after completing the retinization process.

The chart below provides an at-a-glance for using each Booster with other *Mary Kay*® products with exfoliating properties.

	<i>Mary Kay Clinical Solutions</i> ® C+ Resveratrol Line-Reducer	<i>Mary Kay Clinical Solutions</i> ® HA + Ceramide Hydrator
<i>Mary Kay Clinical Solutions</i> ® Retinol 0.5	Only after retinization	Yes
<i>Clear Proof</i> ® products (w/salicylic acid)	Yes	Yes
<i>TimeWise</i> ® Microdermabrasion Refine	Yes	Yes
<i>Mary Kay Naturally</i> ® Exfoliating Powder	Yes	Yes
<i>Botanical Effects</i> ® Invigorating Scrub	Yes	Yes
<i>TimeWise Repair</i> ® Revealing Radiance® Facial Peel	Yes	Yes
<i>Clear Proof</i> ® Deep-Cleansing Charcoal Mask	Yes	Yes
<i>Skinvigo</i> rate Sonic™ Facial Cleansing Brush	Yes	Yes

13. WHAT IS THE DIFFERENCE BETWEEN MARY KAY CLINICAL SOLUTIONS® C + RESVERATROL LINE-REDUCER AND TIMEWISE REPLENISHING SERUM C+E™?

Though both of these products contain vitamin C, *Mary Kay Clinical Solutions*® C + Resveratrol Line-Reducer takes a targeted approach while *TimeWise Replenishing Serum C+E*™ provides multiple benefits.

	<i>Mary Kay Clinical Solutions</i> ® C + Resveratrol Line-Reducer	<i>TimeWise Replenishing Serum C+E</i> ™
KEY INGREDIENTS	Our highest concentrations of pure Vitamin C and Resveratrol, plus Acetyl Hexapeptide-8	Multiple forms of Vitamin C, plus Vitamin E and Navy Bean Extract
KEY BENEFITS	A potent concentration of ingredients targets critical	Key actives support natural collagen production, provide powerful

	components of looking youthful, including the support of skin's natural production of collagen and elastin to help address fine lines and wrinkles	antioxidant protection, and help reduce the appearance of skin discoloration in a serum that leaves skin brighter, firmer and glowing with good health while reducing the appearance of fine lines
BEST FOR	<p>Anyone particularly concerned about lines and wrinkles specifically</p> <p>Anyone already using an age-defying serum who wants to do more to target lines and wrinkles specifically</p> <p>Anyone who wants to do all they can to target lines and wrinkles with a dermocosmetic solution without using <i>Mary Kay Clinical Solutions</i>[®] Retinol 0.5</p>	A <i>TimeWise Miracle Set 3D</i> [®] customer who wants more overall age-defying and a product with multiple benefits

14. WHAT IS THE DIFFERENCE BETWEEN *MARY KAY CLINICAL SOLUTIONS*[®] HA + CERAMIDE HYDRATOR AND OTHER *MARY KAY*[®] PRODUCTS THAT PROVIDE SUPPLEMENTAL HYDRATION?

Though all of these products are designed to address skin hydration, they do so in different ways with varying textures and usage instructions.

	<i>Mary Kay Clinical Solutions</i> [®] HA + Ceramide Hydrator	<i>TimeWise</i> [®] Moisture Renewing Gel Mask	<i>Mary Kay</i> [®] Oil-Free Hydrating Gel and Intense Moisturizing Cream	<i>Mary Kay Naturally</i> [®] Nourishing Oil	<i>Mary Kay Clinical Solutions</i> [®] Calm + Restore Facial Milk
KEY INGREDIENTS	Hyaluronic Acid, Ceramide and Verbena Officinalis Extract	Vitamin E, Acai Berry Extract, Vitamin B3, Chestnut Seed Extract, Squalene, and	Dimethicone and Green Tea Extract (OFHG) and Glycerin and Algae Extract (IMC)	Olive Oil, Sweet Almond Oil, Sesame Oil, Squalene and Vitamin E	Glycerin, Plant Oils (Coconut, Jojoba Seed, Safflower, Olive Oil)

		a Botanical Blend			and Squalane
KEY BENEFITS	Some of science's most acclaimed moisture superheroes hydrate, help skin retain moisture and support skin's barrier function. Features both low and high molecular weight hyaluronic acid to plump skin from within and from the outside	A mask to be used 2-3 times per week for 10 minutes or overnight featuring 10 skin-renewing benefits	Provides skin-type specific (normal-dry or combination-oily) hydration for up to 10 hours	Natural-certified oil leaves skin feeling hydrated and looking revitalized. Formulated without parabens, phthalates, synthetic fragrance, synthetic dyes, SLS/SLES, silicone, mineral oil, alcohol or any ingredients that have been genetically modified	Clinically shown to calm irritated skin and deliver instant hydration. It's powered by four plant oils known for their soothing properties
BEST FOR	Anyone particularly concerned about hydration specifically Anyone currently using a daily moisturizer who wants to do more to hydrate skin	Anyone who wants a pampering experience Anyone looking for multiple skin-renewing benefits in a single product	Anyone who wants an extra dose of basic moisture Anyone who prefers a formula designed specifically for either normal-dry or combination-oily skin types	Anyone who prefers naturally derived ingredients Anyone looking for a multi-use formula (face, cuticles, ends of hair, etc.)	Anyone treating their skin with <i>Mary Kay Clinical Solutions</i> ® Retinol 0.5 Anyone seeking a lightweight,

	<p>Anyone who prefers a hydrating product with a fluid texture that's suitable for all skin types</p> <p>Anyone who wants to do all they can to hydrate skin with a dermocosmetic solution</p>		<p>Anyone who prefers the feel of a luxurious cream or cooling gel texture</p>	<p>Anyone who prefers an oil texture</p>	<p>calming facial milk</p>
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15. WHAT IS THE DIFFERENCE BETWEEN *MARY KAY CLINICAL SOLUTIONS*[®] C + RESVERATROL LINE-REDUCER, *MARY KAY CLINICAL SOLUTIONS*[®] HA + CERAMIDE HYDRATOR AND *MARY KAY CLINICAL SOLUTIONS*[®] RETINOL 0.5 SET?

	<i>Mary Kay Clinical Solutions</i>[®] C + Resveratrol Line-Reducer	<i>Mary Kay Clinical Solutions</i>[®] HA + Ceramide Hydrator	<i>Mary Kay Clinical Solutions</i>[®] Retinol 0.5	<i>Mary Kay Clinical Solutions</i>[®] Calm + Restore Facial Milk
KEY INGREDIENTS	Our highest concentrations of pure Vitamin C and Resveratrol, plus Acetyl Hexapeptide-8	Hyaluronic Acid, Ceramide and Verbena Officinalis Extract	Retinol	Glycerin, Plant Oils (Coconut, Jojoba Seed, Safflower, Olive Oil) and Squalane
KEY BENEFITS	A potent concentration of ingredients targets critical components of looking youthful, including the support of skin's	Some of science's most acclaimed moisture superheroes hydrate, help skin retain moisture and support skin's	After retinization, can be used up to once a night as a leave-on serum. Stimulates surface skin cell turnover as well	Clinically shown to calm irritated skin and deliver instant hydration. It's powered by four plant oils known for their

	<p>natural production of collagen and elastin to help address fine lines and wrinkles</p>	<p>barrier function. Features both low and high molecular weight hyaluronic acid to plump skin from within and from the outside.</p>	<p>as supports natural collagen and elastin production. It's clinically shown to reverse multiple visible signs of skin aging, including skin texture, firmness, lines and wrinkles and skin tone evenness.</p>	<p>soothing properties.</p>
<p>BEST FOR</p>	<p>Anyone particularly concerned about lines and wrinkles specifically</p> <p>Anyone already using an age-defying serum who wants to do more to target lines and wrinkles specifically</p> <p>Anyone who wants to do all they can to target lines and wrinkles with a dermocosmetic solution without using <i>Mary Kay Clinical Solutions</i>[®] Retinol 0.5</p>	<p>Anyone particularly concerned about hydration specifically</p> <p>Anyone currently using a daily moisturizer who wants to do more to hydrate skin</p> <p>Anyone who prefers a hydrating product with a liquid texture that's suitable for all skin types</p> <p>Anyone who wants to do all they can to hydrate skin with a dermocosmetic solution</p>	<p>Anyone who wants to take their overall age-defying efforts to the next level</p> <p>Anyone looking for dermatology's gold-standard ingredient to fight multiple signs of skin aging</p> <p>Anyone willing to invest time to retinize their skin in order to build to regular use</p>	<p>Anyone treating their skin with <i>Mary Kay Clinical Solutions</i>[®] Retinol 0.5</p> <p>Anyone seeking a lightweight, calming facial milk</p>

16. MY MARY KAY CLINICAL SOLUTIONS® C + RESVERATROL LINE-REDUCER IS YELLOW AND/OR HAS DARKENED IN COLOR OVER TIME. DOES THAT MEAN IT HAS EXPIRED?

No, the *Mary Kay Clinical Solutions*® C + Resveratrol Line-Reducer starts out slightly yellow in color and contains vitamin C (ascorbic acid), which is known to cause darkening of water-based formulas over time. This oxidation of ascorbic acid is accelerated in different conditions: in a water-based medium, at pH > 5, temperature greater than 39.2F, and in the presence of oxygen or metal ions. This process is usually accompanied by a color change in formulations which become gradually more yellowish. Ascorbic acid is oxidized twice as fast at room temperature 68F compared to refrigeration 39.2F. The darkening effect is consistent with other high-concentration vitamin C products you see on the market. Please be assured the formula has been tested to maintain a two-year shelf life, meaning it remains effective for two years even if the formula darkens. After opening, it is recommended to use the booster within six months. Store in a cool, dark place.

17. ARE MARY KAY CLINICAL SOLUTIONS® BOOSTERS SUITABLE FOR ALL SKIN TYPES? SUITABLE FOR SENSITIVE SKIN?

Mary Kay Clinical Solutions® Boosters are suitable for dry to oily skin types. The boosters were not tested specifically for sensitive skin.

18. ARE MARY KAY CLINICAL SOLUTIONS® BOOSTERS SUITABLE FOR PREGNANT WOMEN?

As with any skin care routine, if a woman is pregnant or nursing, it is recommended she consult her healthcare provider before using the products.

19. DO MARY KAY CLINICAL SOLUTIONS® BOOSTERS CONTAIN FRAGRANCE?

No, *Mary Kay Clinical Solutions*® boosters do not contain fragrance.

20. DO MARY KAY CLINICAL SOLUTIONS® BOOSTERS CONTAIN PARABENS?

No, *Mary Kay Clinical Solutions*® boosters do not contain parabens.

21. ARE MARY KAY CLINICAL SOLUTIONS® BOOSTERS GLUTEN-FREE?

No, *Mary Kay Clinical Solutions*® boosters are not gluten-free. In general, we do not claim any products to be certified gluten-free.

22. WHAT IS THE AVERAGE USE-UP RATE?

One month when used twice daily.

23. WHAT DOES “DERMOCOSMETIC” MEAN?

It's a term that describes products with formulas that target cosmetic beauty and skin health. Dermocosmetic products are similar to formulas you'd find in a dermatologist's office or a med spa.

24. WHAT DOES “SHELF LIFE” MEAN?

The shelf life for *Mary Kay Clinical Solutions*® C + Resveratrol Line-Reducer is two years. The shelf life for *Mary Kay Clinical Solutions*® HA + Ceramide Hydrator is three years.

25. CAN I APPLY *MARY KAY CLINICAL SOLUTIONS*® BOOSTERS USING THE SKINVIGORATE MESSAGE HEAD?

Yes, you can use *Mary Kay Clinical Solutions*® Boosters with the *Skinvigate Sonic*™ Facial Massage Head.