

Mary Kay® Startup Options

Frequently Asked Questions

1. What are the current startup options?

As of Jan. 1, 2022, startup options have been extended through June 30, 2022, for the potential team member who becomes an Independent Beauty Consultant. As of Jan. 1, the startup options are:

- *Mary Kay*® eStart† for \$30
- *Mary Kay*® Starter Kit† for \$130

The New Beauty Consultant Sample Pack** **optional add-on** can be purchased for an additional \$45. The potential new team member must choose to add the New Beauty Consultant Sample Pack** to **either** their *Mary Kay*® eStart† **or** *Mary Kay*® Starter Kit† selection **AT THE TIME** they submit their Independent Beauty Consultant Agreement. **No exceptions.**

The option to order the \$100 Starter Kit only and \$25 Business ReStart will no longer be available for eligible new or returning Independent Beauty Consultants.

2. What is the *Mary Kay*® eStart† option?

Mary Kay® eStart† is a \$30 startup option for an eligible new or returning Independent Beauty Consultant to start her business. This is the exact same option that launched on April 20, 2020.

The *Mary Kay*® eStart† for \$30 includes:

- One year of *Mary Kay*® Personal Web Site access – a beautifully branded web site that allows you to share your business with your potential customers.
- One year of ProPay® access – allows you to securely process your customers' credit and debit cards immediately!
- Access to *Mary Kay InTouch*® (Visit New Independent Beauty Consultants Start Here to get started) – your backstage pass to all things Mary Kay, full of information, education and branded materials to get your business moving.
- Access to FREE *Mary Kay*® apps – world-class apps for you use and share with your potential customers to help support your business success.

3. What is the *Mary Kay*® Starter Kit† option?

The *Mary Kay*® Starter Kit† option for \$130 includes the *Mary Kay*® eStart† plus the \$100 Starter Kit contents. It is available for an eligible new or returning Independent Beauty Consultant to start her business.

The *Mary Kay*® Starter Kit† includes:

BUSINESS SUBSCRIPTIONS

- 1 Year of *Mary Kay*® Personal Web Site access
- 1 year of ProPay® access

FULL-SIZED RETAIL PRODUCTS

- *TimeWise Age Minimize 3D*® Cleanser in Normal/Dry
- *TimeWise Age Minimize 3D*® Cleanser in Combination/Oily
- *TimeWise Age Minimize 3D*® Day Cream SPF 30* in Normal/Dry
- *TimeWise Age Minimize 3D*® Day Cream SPF 30* in Combination/Oily
- *TimeWise Age Minimize 3D*® Night Cream in Normal/Dry
- *TimeWise Age Minimize 3D*® Night Cream in Combination/Oily
- *TimeWise Age Minimize 3D*® Eye Cream
- *Mary Kay*® Translucent Loose Powder
- *Mary Kay*® Oil-Free Eye Makeup Remover
- *Mary Kay*® CC Cream Sunscreen Broad Spectrum SPF 15* in Very Light
- *Mary Kay*® CC Cream Sunscreen Broad Spectrum SPF 15* in Light-to-Medium
- *Mary Kay*® CC Cream Sunscreen Broad Spectrum SPF 15* in Medium-to-Deep
- *Mary Kay*® CC Cream Sunscreen Broad Spectrum SPF 15* in Deep
- *Mary Kay*® CC Cream Sunscreen Broad Spectrum SPF 15* in Very Deep
- *Satin Hands*® Pampering Set in White Tea & Citrus
- *Mary Kay*® *Ultimate Mascara*™ in Black

PRODUCT SAMPLES

- Blue Eyes Look Cards, pk./10
- Hazel/Green Look Cards, pk./10
- Brown Eyes Look Cards, pk./10

LITERATURE AND EDUCATION

- Welcome Card
- Skin Care Party Flip Chart Pages with Binder
- Laminated Place Cards (4) and Laminated *Satin Hands*® Pampering Set Instructions for Use Card (1)
- Skin Care Place Mat Set, pk./4
- Sales Tickets, pk./30
- Beauty Profiles, pk./30
- *Start Something Beautiful*® Magazine
- Second Appointment Laminated Place Mat Set, pk./4

- *Great Start: Ready, Set, Sell! Inventory Options for New Independent Beauty Consultants* Brochure
- *Steps to Success* Career Path Brochure
- *Miracles Happen* – Mary Kay Autobiography
- *The Look* Catalog, pk./10
- Love What You Do Team Building Flier

PARTY SUPPLIES

- Starter Kit Bag
- Mirror with Tray, 4
- Disposable Trays, pk./30
- Facial Cloths (Disposable), pk./30
- Dry Erase Markers, pk./4
- Disposable Mascara Sample Wands, pk./30
- Disposable Sponge-Tip Applicators, pk./30
- Party Tray Inserts
- Foundation Finder Tool

*Over-the-counter drug product

4. What is the New Beauty Consultant Sample Pack?**

The New Beauty Consultant Sample Pack** for \$45 is an optional add-on that any eligible new or returning Independent Beauty Consultant can choose to help maximize the start of her business. The New Beauty Consultant Sample Pack** can be added to **either** the *Mary Kay*® eStart[†] **or** the *Mary Kay*® Starter Kit.[†] It is **ONLY** available to add during the online Independent Beauty Consultant Agreement process and **MUST BE ADDED BEFORE SUBMITTING THE INDEPENDENT BEAUTY CONSULTANT AGREEMENT. NO EXCEPTIONS.**

The New Beauty Consultant Sample Pack** for \$45 includes:

PRODUCT SAMPLES

- 5 *TimeWise Miracle Set 3D*® Sample Sets, pk./3, in Normal/Dry
- 5 *TimeWise Miracle Set 3D*® Sample Sets, pk./3, in Combination/Oily
- 3 *Clear Proof*® Deep-Cleansing Charcoal Mask Samples, pk./6
- 3 *TimeWise*® Microdermabrasion Plus Set Samples, pk./6
- 15 *Mary Kay*® Hydrogel Eye Patches, pk./1 pair

LITERATURE

- *Great Start: Ready Set Sell!* Brochure
- *I Chose Mary Kay* Sign
- *The Look* Catalog, pk./10
- *Start Something Beautiful*® Magazine

- *Love What You Do* Team-Building Flier – bilingual
- *Miracles Happen* – Mary Kay Autobiography

5. If an eligible new or returning Independent Beauty Consultant chooses the *Mary Kay*® eStart[†] and adds on the New Beauty Consultant Sample Pack for an additional \$45, what is her total price?**

The total price will be \$75 + \$7.95* (shipping) + Tax
 (*Mary Kay*® eStart[†] \$30 + New Beauty Consultant Sample Pack** \$45 + \$7.95 Shipping + Tax). *Shipping cost is \$39.95 to Alaska, Guam, Hawaii, Puerto Rico, Dominican Republic and U.S. Virgin Islands.

6. If an eligible new or returning Independent Beauty Consultant chooses the *Mary Kay*® Starter Kit[†] and adds on the New Beauty Consultant Sample Pack for an additional \$45, what is her total price?**

The total price will be \$175 + \$14.95*(shipping) + Tax
 (*Mary Kay*® Starter Kit[†] \$130 + New Beauty Consultant Sample Pack** \$45 + \$14.95* (shipping) + Tax). *Shipping cost is \$39.95 to Alaska, Guam, Hawaii, Puerto Rico, Dominican Republic and U.S. Virgin Islands.

7. I chose the *Mary Kay*® Starter Kit[†] with the New Beauty Consultant Sample Pack add-on. Why did I only receive the Starter Kit?[†]**

The *Mary Kay*® Starter Kit[†] and the **New Beauty Consultant Sample Pack**** have been shipped separately. You should be receiving your **New Beauty Consultant Sample Pack**** shortly. Please reference your email from UPS and the associated tracking number to track the **New Beauty Consultant Sample Pack**** shipment.

8. I chose the *Mary Kay*® Starter Kit[†] with the New Beauty Consultant Sample Pack add-on option. Why have I only received the New Beauty Consultant Sample Pack**?**

The *Mary Kay*® Starter Kit[†] and the New Beauty Consultant Sample Pack** have been shipped separately. You should be receiving your *Mary Kay*® Starter Kit[†] shortly. Please reference your email from UPS and the associated tracking number to track the *Mary Kay*® Starter Kit[†] shipment.

9. Why is the \$100 *Mary Kay*® Starter Kit no longer offered as an option to the new Independent Beauty Consultant?

In this evolving business environment, the startup options provided by the *Mary Kay*® eStart,[†] the *Mary Kay*® Starter Kit[†] and the New Beauty Consultant Sample Pack** add-on better equip an eligible new or returning Independent Beauty Consultant to get her business started strong.

10. Why can't an eligible returning Independent Beauty Consultant purchase the \$25 Business ReStart Kit?

The \$25 Business ReStart Kit has been discontinued. In this evolving business environment, the startup options provided by the *Mary Kay*® eStart,[†] the

Mary Kay® Starter Kit† and the New Beauty Consultant Sample Pack** add-on better equip an eligible new or returning Independent Beauty Consultant to get her business started strong.

11. How does an eligible new or returning Independent Beauty Consultant choose her startup options?

Through June 30, 2022, potential team members can select either of the two startup options at the time they are submitting their online Independent Beauty Consultant Agreement. They can select the *Mary Kay*® eStart† for \$30 or the *Mary Kay*® Starter Kit† for \$130. They also have the option at that time to add on the New Beauty Consultant Sample Pack** for an additional \$45 to **either** the *Mary Kay*® eStart† for \$30 **or** the *Mary Kay*® Starter Kit† for \$130. **Mary Kay will no longer be accepting paper Agreements as of Dec. 1, 2020.**

12. How can an eligible new or returning Independent Beauty Consultant purchase the New Beauty Consultant Sample Pack?**

Once they choose **either** the *Mary Kay*® eStart† for \$30 **or** the *Mary Kay*® Starter Kit† for \$130, they will have the option to add on the New Beauty Consultant Sample Pack** for an additional \$45.

The New Beauty Consultant Sample Pack** is only available for new Independent Beauty Consultants during the online Agreement process. It is not available to purchase after the Agreement is submitted. And it is not available for purchase on Section 2.

13. Can an eligible new or returning Independent Beauty Consultant who purchased the *Mary Kay*® Starter Kit† for \$130 also purchase the *Mary Kay*® eStart† for \$30 separately?

No. It is not necessary to purchase the *Mary Kay*® eStart† separately because the contents of the *Mary Kay*® eStart† are included in the purchase of the *Mary Kay*® Starter Kit†.

14. Can an eligible new or returning Independent Beauty Consultant purchase only the New Beauty Consultant Sample Pack?**

No. Eligible new or returning Independent Beauty Consultants cannot purchase the New Beauty Consultant Sample Pack** by itself. It is only available as an add-on to either the *Mary Kay*® eStart† or the *Mary Kay*® Starter Kit† when they are submitting their online Agreement. The New Beauty Consultant Sample Pack** is only available to purchase during the online Agreement process. **NO EXCEPTIONS.** The New Beauty Consultant Sample Pack** is not available for purchase on Section 2.

15. If an eligible new or returning Independent Beauty Consultant chooses the *Mary Kay*® eStart† for \$30, can she add the \$100 Starter Kit after her Agreement has been received and accepted by Company?

No. The \$100 Starter Kit is no longer available as a startup option as of Dec. 1, 2020.

However, if an Independent Beauty Consultant started her Mary Kay business with the *Mary Kay*® eStart† and would like to have the materials and resources included in the Starter Kit† for in-person appointments, she can purchase the ***Mary Kay*® eStart† Supplies Convenience Bundle** for \$75 from online ordering Section 2 > Supplies/Packaging > Party Supplies. (See question 37 for list of contents.)

16. If an eligible new or returning Independent Beauty Consultant chooses the *Mary Kay*® eStart† for \$30, can she add the New Beauty Consultant Sample Pack after her Agreement has been received and accepted by the Company?**

No. The New Beauty Consultant Sample Pack** must be purchased at the time the online Agreement is submitted. **There are no exceptions.**

17. If an eligible new or returning Independent Beauty Consultant chooses the Starter Kit† for \$130, can she add the New Beauty Consultant Sample Pack after her Agreement has been received and accepted by the Company?**

No. The New Beauty Consultant Sample Pack** must be purchased at the time the online Agreement is submitted. **There are no exceptions.**

18. Can Independent National Sales Directors or Independent Sales Directors continue to purchase the \$100 Starter Kit?

Yes. Through June 30, 2022, Independent National Sales Directors and Independent Sales Directors can continue to purchase the **Starter Kit** for \$100 to use as a display or for their own demonstrations and classes. It **will not** include the one-year access to a *Mary Kay*® Personal Web Site and ProPay®.

19. Can Independent National Sales Directors or Independent Sales Directors purchase the New Beauty Consultant Sample Pack?**

No. Independent National Sales Directors and Independent Sales Directors will not be able to purchase the New Beauty Consultant Sample Pack** in order to ensure that we have enough quantities of this add-on option for our new Independent Beauty Consultants at this time. It is only available for the new Independent Beauty Consultant during the online Agreement process. **There are no exceptions.**

20. Can existing Independent Beauty Consultants purchase any of the startup options that are offered to the new Independent Beauty Consultants?

No. Existing Independent Beauty Consultants cannot purchase any of the startup options. The *Mary Kay*® eStart† for \$30, the *Mary Kay*® Starter Kit† for \$130 and the New Beauty Consultant Sample Pack** add-on are only available for the New Independent Beauty Consultant during the online Agreement process. **There are no exceptions.**

Existing Independent Beauty Consultants can subscribe to a *Mary Kay*[®] Personal Web Site and ProPay[®] for yearly enrollment fee. The literature, materials and product samples included in the *Mary Kay*[®] Starter Kit[†] and New Beauty Consultant Sample Pack^{**} can be purchased from online ordering Section 2 and retail-sized products can be purchased from online ordering Section 1.

21. Can existing Independent Beauty Consultants purchase the New Beauty Consultant Sample Pack^{} that is offered to New Independent Beauty Consultants?**

No. Existing Independent Beauty Consultants cannot purchase the New Beauty Consultant Sample Pack.^{**} It is only available for the eligible new or returning Independent Beauty Consultant during the online Agreement process. **There are no exceptions.**

The literature and product samples included in the New Beauty Consultant Sample Pack^{**} can be purchased from online ordering Section 2.

22. How can I access my included one-year subscriptions for a *Mary Kay*[®] Personal Web Site and ProPay[®]?

- Access the *Mary Kay*[®] Personal Web Site Manager to create your *Mary Kay*[®] Personal Web Site by visiting *Mary Kay InTouch*[®] > New Independent Beauty Consultants Start Here or *Mary Kay InTouch*[®] > Business Tools > Personal Web Site Manager.
- Sign up for your ProPay[®] account by visiting *Mary Kay InTouch*[®] > New Independent Beauty Consultants Start Here or *Mary Kay InTouch*[®] > Ordering > ProPay[®].
- Visit *Mary Kay InTouch*[®] > Education > New Independent Beauty Consultants Start Here > Quick Tutorial Videos to watch short tutorial videos to learn how to set up your *Mary Kay*[®] Personal Web Site and ProPay[®].

23. Is there a time frame in which a new Independent Beauty Consultant who selected either of the startup options must create a *Mary Kay*[®] Personal Web Site and ProPay[®] account?

A new Independent Beauty Consultant can subscribe to and create both a *Mary Kay*[®] Personal Web Site and ProPay[®] account as soon as her Independent Beauty Consultant Agreement has been received and accepted by the Company. Both the *Mary Kay*[®] eStart[†] and Starter Kit[†] startup options include one-year access to a *Mary Kay*[®] Personal Web Site and one-year access to ProPay[®], so in order to receive the full benefits, it is suggested to sign up as soon as her Independent Beauty Consultant Agreement has been received and accepted by the Company. The one-year access begins the day the *Mary Kay*[®] Personal Website or ProPay[®] account is created.

24. Does the Independent Beauty Consultant have to be in active* status to have access to create her ProPay[®] subscription?

No. The new Independent Beauty Consultant does not have to be in active* status to create her **ProPay® subscription**. She can create her **ProPay® subscription** if she has a valid Independent Beauty Consultant Agreement on file.

However, an Independent Beauty Consultant must be active* in order to use the ProPay® credit card processing service.

*An Independent Beauty Consultant is considered active with a personal retail sales volume of \$225 in wholesale Section 1 products and will remain active for two months following any month with this amount in sales.

25. Does the Independent Beauty Consultant have to be in active* status to have access to create her *Mary Kay®* Personal Web Site?

No. The Independent Beauty Consultant does not have to be active* status to create her *Mary Kay®* Personal Web Site. She can create her *Mary Kay®* Personal Web Site if she has a valid Independent Beauty Consultant Agreement on file.

*An Independent Beauty Consultant is considered active with a personal retail sales volume of \$225 in wholesale Section 1 products and will remain active for two months following any month with this amount in sales.

26. After my first year, what will be the annual subscription fee for a *Mary Kay®* Personal Web Site?

Should you choose to renew your *Mary Kay®* Personal Web Site subscription after your first year, the annual fee is \$30.

27. After my first year, what will be the annual subscription fee for a ProPay® account?

Should you choose to renew your ProPay® subscription after your first year, the annual fee is \$19.95.

28. Why is ProPay® charging me \$1 to activate my subscription?

The ProPay® system is currently set up to mandate the processing and verification of at least a minimal credit card transaction (in this case \$1) as a part of their identity verification process which is required by Federal “Know Your Customer” laws.

29. If an eligible new or returning Independent Beauty Consultant previously had a ProPay® account, how does she get the discount applied?

If an eligible returning Independent Beauty Consultant previously had a ProPay® account using the same email address, she must contact ProPay® to obtain her discount.

30. Can an Independent Beauty Consultant choose to have a *Mary Kay®* Personal Web Site and not have a ProPay® account?

Yes. If an Independent Beauty Consultant chooses to have a *Mary Kay*[®] Personal Web Site without ProPay[®], then she will have to contact her customers directly for payment.

31. Do the *Mary Kay*[®] Starter Kit,[†] the *Mary Kay*[®] eStart[†] and the New Beauty Consultant Sample Pack^{} qualify for the 90% repurchase policy?**

Yes. If the Agreement is terminated within one year of purchase, then the *Mary Kay*[®] Starter Kit,[†] the *Mary Kay*[®] eStart[†] and the New Beauty Consultant Sample Pack^{**} qualify for the 90% repurchase of original and unused products.

To request the 90% repurchase form, contact Customer Service. The form will be emailed to you and you will be provided with detailed information on the process including the dollar amount eligible for repurchase and shipping information for the return. The original and unused *Mary Kay*[®] Starter Kit[†] and/or New Beauty Consultant Sample Pack^{**} (if purchased) must be received by Customer Service before the return is processed. Returns are processed within six weeks and payments are issued through the preferred payment of method on your account.

32. Do the *Mary Kay*[®] Starter Kit[†], the *Mary Kay*[®] eStart[†] and the New Beauty Consultant Sample Pack^{} qualify for the 100% refund?**

Yes. Upon cancellation of the Agreement within thirty days after the acceptance of the Agreement by the Company, and upon return of the Consultant's original and unused *Mary Kay*[®] Starter Kit[†] and/or New Beauty Consultant Sample Pack^{**} if purchased. To cancel the Agreement within thirty days after acceptance, contact Customer Service who will initiate the 100% refund.

33. If a new Independent Beauty Consultant ordered the *Mary Kay*[®] eStart,[†] the *Mary Kay*[®] Starter Kit[†] or the New Beauty Consultant Sample Pack^{}, can she cancel part of the components?**

No. What she purchased at the time the online Independent Beauty Consultant Agreement was completed is what she will receive. She purchased a package and must return the entire package not just a portion of it. If she wishes to return and get a full refund, she must cancel the Agreement within thirty days after acceptance and return the original and unused *Mary Kay*[®] Starter Kit[†] and/or New Beauty Consultant Sample Pack^{**} (if purchased). Contact Customer Service to initiate the 100% refund.

34. If a new Independent Beauty Consultant ordered the *Mary Kay*[®] Starter Kit[†], could she cancel the *Mary Kay*[®] Personal Web Site and ProPay[®] offer and keep the physical items included in the *Mary Kay*[®] Starter Kit?[†]

No. What she purchased at the time the online Independent Beauty Consultant Agreement was completed is what she will receive. She purchased a package and must return the entire physical package not just a portion of it. If she wishes to return and get a full refund, she must cancel the Agreement within thirty days after acceptance, and the original and unused *Mary Kay*[®] Starter Kit[†] must be

received by Customer Service. Contact Customer Service to initiate the 100% refund.

35. If I choose not to use the ProPay® service, do I still have to pay the full price for the *Mary Kay® eStart†* or the *Mary Kay® Starter Kit†*?

Yes. Both the *Mary Kay® eStart†* and the *Mary Kay® Starter Kit†* include your one-year access to both ProPay® and a *Mary Kay®* Personal Web Site, regardless of whether you choose to use either platform. If you do not choose to sign up for these services, for whatever reason, you are still obligated to pay the full price listed in order to become an Independent Beauty Consultant.

36. Why do I have to provide a Social Security number or a Taxpayer Identification Number to set up my ProPay® account? A Social Security number was not required when I submitted my Independent Beauty Consultant Agreement.

Although a Social Security number or Taxpayer Identification Number are not required to submit your Independent Beauty Consultant Agreement, ProPay® requires this information in order to comply with its legal obligations under various banking laws and therefore not exclusive to members of the independent sales force.

37. What is the *Mary Kay® eStart Supplies Convenience Bundle*?

The *Mary Kay® eStart Supplies Convenience Bundle* can help boost your business with materials to help you with in-person appointments. It's also a great option for Independent Beauty Consultants who want to refresh their existing supplies. This bundle **does not include** Section 1 products or Section 2 samples.

It is available on Section 2 only through online ordering. You can find it by visiting *Mary Kay InTouch®* > Online Ordering > Section 2 > Supplies/Packaging > Party Supplies. The cost is \$75.

What's inside:

- Welcome Card
- Skin Care Party Flip Chart Pages With Binder
- Laminated Place Cards (4) and Laminated *Satin Hands®* Pampering Set Instructions for Use Card (1)
- Sales Tickets, pk./30
- Beauty Profiles, pk./30
- *Start Something Beautiful®* Magazine
- *Miracles Happen* – Mary Kay Autobiography
- Steps to Success Brochure
- *Great Start: Ready Set Sell!* Brochure
- *Love What You Do* Team Building Flier
- Dry Erase Markers, 4
- Skin Care Place Mats, 4

- Second Appointment Laminated Place Mats, 4
- Party Tray Inserts – Bilingual, pk./12
- Starter Kit Bag
- Mirror With Tray, 4
- Disposable Trays, pk./30
- Disposable Facial Cloths, pk./30
- Disposable Mascara Sample Wands, pk./30
- Disposable Sponge-Tip Applicators, pk./30
- Foundation Finder Tool – Bilingual

38. Who is eligible to purchase the *Mary Kay*® eStart Supplies Convenience Bundle?

All Independent Beauty Consultants are eligible to purchase the *Mary Kay*® eStart Supplies Convenience Bundle on Section 2 of online ordering for \$75.

39. Is the *Mary Kay*® eStart Supplies Convenience Bundle only available to order for the Independent Beauty Consultants who have started their businesses with the *Mary Kay*® eStart?†

No. All Independent Beauty Consultants are eligible to purchase the *Mary Kay*® eStart Supplies Convenience Bundle on Section 2 of online ordering for \$75.

40. Is there a limit to how many *Mary Kay*® eStart Supplies Convenience Bundles an Independent Beauty Consultant can order?

No. There are no limits to the number of *Mary Kay*® eStart Supplies Convenience Bundles an Independent Beauty Consultant can order.

41. Can an eligible new or returning Independent Beauty Consultant who chose any of the startup options participate in the *Great Start* program?

Yes. An eligible new or returning Independent Beauty Consultant can participate in the *Great Start* program. She is considered *Great Start*-qualified* if her single initial or cumulative orders are \$600 or more in wholesale Section 1 products and the order(s) are received and accepted by the Company in the same or following three calendar months that their Agreement is received and accepted by the Company. Please refer to the *Great Start: Ready, Set, Sell* brochure or go to *Mary Kay InTouch*® > Education > *Great Start* Program > New Independent Beauty Consultant Rewards.

*A *Great Start*-qualified Independent Beauty Consultant is one whose single initial order or cumulative orders are \$600 or more in wholesale Section 1 products, and the orders are received and accepted by the Company in the same or following three calendar months that her/his Independent Beauty Consultant Agreement is received and accepted by the Company.

42. If my first order ONLY includes Section 2 items, will I be able to earn *Great Start: Ready, Set, Sell* product bundles?

No. If your first order had ONLY Section 2 items, you will not be eligible to earn *Great Start: Ready, Set, Sell* product bundles on that order.

You can earn *Great Start: Ready, Set, Sell* product bundles when you place a single initial order of \$600 or more in wholesale Section 1 products within the same or following month that your Independent Beauty Consultant Agreement is received and accepted by the Company. Please refer to the *Great Start: Ready, Set, Sell* brochure or go to *Mary Kay Intouch*® > Education > *Great Start* Program > New Independent Beauty Consultant Rewards.

43. If my first order ONLY includes Section 2 items, but my next order is \$600 or more in wholesale Section 1 products within the same or following month that my Independent Beauty Consultant Agreement is received and accepted by the Company, will I be able to earn *Great Start: Ready, Set, Sell* product bundles?

Yes. If your first order had ONLY Section 2 items, but you place a single initial order of \$600 or more in wholesale Section 1 products within the same or following month that your Independent Beauty Consultant Agreement is received and accepted by the Company, you will be eligible to earn *Great Start: Ready, Set, Sell* product bundles. Please refer to the *Great Start: Ready, Set, Sell* brochure or go to *Mary Kay InTouch*® > Education > *Great Start* Program > New Independent Beauty Consultant Rewards.

44. If I placed my first order with ONLY Section 2 items, but my next order which includes \$600 or more in Section 1 products is received within 15 days of the Company receiving my Independent Beauty Consultant Agreement, will I receive the Color Look?

Yes. If your first order has ONLY Section 2 items, you are eligible to receive the Color Look if you place a single initial order of \$600 or more in wholesale Section 1 products within 15 days of your Independent Beauty Consultant Agreement being received and accepted by the Company. Please refer to the *Great Start: Ready, Set, Sell* brochure or go to *Mary Kay InTouch*® > Education > *Great Start* Program > New Independent Beauty Consultant Rewards.

45. Will an eligible new or returning Independent Beauty Consultant who chooses any of the startup options on or before Dec. 31, 2021, be able to participate in the Bring Your Besties discount?

Yes. Independent Beauty Consultants who submitted their agreements on or before Dec. 31, 2021, can participate in the Bring Your Besties discount. Her first three new personal team members who become Mary Kay Independent Beauty Consultants during her *Great Start** time frame and purchase the *Mary Kay*® Starter Kit† for \$130 can receive a \$25 discount on their *Mary Kay*® Starter Kit.† The \$25 Starter Kit discount only applies toward the purchase of the *Mary Kay*® Starter Kit† for \$130. It does not apply to *Mary Kay*® eStart† for \$30 or the New Beauty Consultant Sample Pack** add-on for additional \$45. It does not apply to any other Starter Kit, limited-time offer or otherwise, or any other business startup cost, process or program.

*Your *Great Start* time frame is the month your Independent Beauty Consultant Agreement is received and accepted by the Company and the following three calendar months.

46. Will an eligible new or returning Independent Beauty Consultant who chooses any of the startup options on or after Jan. 1, 2022, be able to participate in the Bring Your Besties discount?

No, she will not be able to participate in the Bring Your Bestie discount because the promotion ended on Dec. 31, 2021.

47. Can a Bring Your Besties coupon be applied to the *Mary Kay*® eStart[†] or the New Beauty Consultant Sample Pack^{}?**

No. The Bring Your Besties discount coupons are only applicable toward the purchase of the *Mary Kay*® Starter Kit[†] for \$130. It does not apply to any other startup options, limited-time offer or otherwise, or any other business startup cost, process or program.

48. Can a Bring Your Besties discount be applied to the *Mary Kay*® Starter Kit[†] for \$130?

Yes. A Bring Your Besties discount can be applied toward the purchase of a *Mary Kay*® Starter Kit[†] for \$130.

49. If a new Independent Beauty Consultant purchased any of the startup options, does she have to be in active* status to place her Customer Delivery Service orders?

Yes. The rules for participating in the Customer Delivery Service did not change. That means the new Independent Beauty Consultant must be in active* status to place her Customer Delivery Service orders.

*An Independent Beauty Consultant is considered active in the month a minimum \$225 wholesale Section 1 product order is received and accepted by the Company and in the following two calendar months.

†Prices are as shown **plus applicable sales tax**. *Mary Kay*® eStart offer cannot be combined with any other discounts or promotions including, but not limited to, Bring Your Besties Starter Kit Discount (this only applies to new Independent Beauty Consultants who submitted an Independent Beauty Consultant Agreement through Dec. 31, 2021). *Mary Kay* Inc. reserves the right to extend, modify, eliminate or reduce this offer at any time. In addition to the terms, conditions, rights and/or restrictions set forth in the Independent Beauty Consultant Agreement with *Mary Kay* Inc. (“*Mary Kay*”), your use of and access to all products and services contained in the *Mary Kay*® Starter Kit and *Mary Kay*® eStart are subject to the following terms: *Mary Kay*® eStart includes access to certain resources that are not provided by *Mary Kay*; rather, they are provided by third-party providers. You agree to comply with all applicable third-party provider terms and fees including, **but not limited to**, providing your Social Security number or Taxpayer Identification Number, when necessary, and paying a \$1 account setup fee with a valid credit card or debit card to verify your account and identity. **Depending on the identity verification information provided, the third-party provider may request additional information to substantiate your identity;**

however, providing any verification information is not a guarantee the third-party will grant you access. Those terms may be supplied to you within the *Mary Kay*[®] eStart service or directly by the third-party provider. If you are unwilling or unable to comply with third-party providers' terms, conditions and fees, Mary Kay is relieved from guaranteeing access to such third-party services. Third-party terms, conditions, fees and obligations are not considered when Mary Kay calculates its obligations under the Company's 90% Repurchase Policy.

**The New Beauty Consultant Sample Pack is only available for purchase with the purchase of either the *Mary Kay*[®] eStart or Starter Kit option. Price is as shown plus applicable tax. Offer cannot be combined with any other discounts or promotions including, but not limited to, the Bring Your Besties Starter Kit Discount (this only applies to new Independent Beauty Consultants who submitted an Independent Beauty Consultant Agreement through Dec. 31, 2021). Mary Kay Inc. reserves the right to extend, modify, eliminate or reduce this offer at any time. Products contained in this sample pack are not meant for resale. All terms, conditions, rights and/or restrictions set forth in the Independent Beauty Consultant Agreement with Mary Kay Inc., including the Company's 90% Repurchase Policy, apply.