

Mary Kay® Interactive Catalog

Frequently Asked Questions

1. Why did Mary Kay change from the eCatalog app?

Mary Kay is always innovating and improving the experience for Independent Beauty Consultants and their customers. This powerful resource has been updated to provide easier product ordering and Independent Beauty Consultant connections plus more value, advice, fun and interactivity!

2. How do I access the new Mary Kay® Interactive Catalog experience?

You can access the all-new *Mary Kay®* Interactive Catalog experience the same ways you used to access the eCatalogs. If you already have the *Mary Kay®* eCatalog app, all you have to do is update it and you will have access to the new experience. This can be done by checking the app settings on your mobile device. If you don't have the eCatalog app yet, you can download it from the Apple App Store or Google Play.

You can also access the *Mary Kay®* Interactive Catalog experience on marykay.com and any Personal Web Site with your desktop, laptop or mobile device.

3. Can I view *Mary Kay®* Interactive Catalogs without an app?

Yes. You can access the *Mary Kay®* Interactive Catalog experience on marykay.com and any Personal Web Site with your desktop, laptop or mobile device.

4. How do I change the language of the app?

To change the language of the app, go to the Home menu and select "Change language."

5. Is the app available for iPhone and Android devices?

Yes. The app will work on most iPhone and Android devices.

6. Is this app available on tablets?

No. The app is not optimized for tablets.

7. Is there a cost for downloading the app?

No. The app is free.

8. Can I share the catalog with my customers?

Yes. You can share a single page or an entire issue of the *Mary Kay®* Interactive Catalog via email, Facebook, Instagram, WhatsApp and more.

9. Why did the name change?

The Mary Kay catalogs you love just got better – and a better, more interactive experience deserved a more suitable name. So much more than just an electronic catalog, this new experience is truly interactive.

10. Can I still print and download the catalogs?

Yes. You can still download the PDF for offline viewing, and you may print the PDF documents from the *Mary Kay*® Interactive Catalog experience.

11. How can my customer share her wish list?

Your customer has the ability to share her wish list with you or anyone she chooses by tapping the Wish List icon at the top left corner of the screen. When she taps the Wish List icon, it will open different channels to share depending on which device she's on: mobile, desktop or the mobile app.

12. How does this impact an Independent Beauty Consultant's business?

Independent Beauty Consultants are sure to be excited about the update to the *Mary Kay*® Interactive Catalog experience. This important business resource continues to support her in-person and virtual selling situations, and the updates can help her be even more efficient, while delighting her customers with a more rich, modern and intriguing experience. Easier-than-ever product ordering, tap-to-share wish lists, educational videos, seamless linking to the *Mary Kay MirrorMe*™ experience and a simple click-to-connect Independent Beauty Consultant locator for new customers can all continue to enhance the *Mary Kay* brand interaction for Independent Beauty Consultants and their customers.

13. Whom should my customer contact if she is having technical issues with the app?

Your customer can either fill out the Express Feedback survey, or you, her Independent Beauty Consultant, can contact Internet Support Services at 800-272-9333, Option 3.

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