

SEMINAR AWARDS 2024 QUALIFICATIONS, REWARDS AND FREQUENTLY ASKED QUESTIONS

Table of Contents

[Seminar Awards Qualifications](#)

[Seminar Awards Rewards](#)

[Seminar Awards Challenge FAQs](#)

[New Offspring Retail Credits FAQs](#)

[Seminar Awards North America Region Ranking FAQs](#)

[Seminar Awards Reward Selections FAQs](#)

[Seminar Awards Jewelry Care, Repairs,
Warranty and Replacement Information FAQs](#)

Seminar Awards Qualifications

BEAUTY CONSULTANT AND SALES DIRECTOR QUEEN'S COURT OF PERSONAL SALES

QUALIFICATIONS:

Independent sales force members must have at least \$40,000 in personal retail sales[†] during the challenge time frame (July 1, 2023 – June 30, 2024).

Ranking of the top 20, including the Queen and runners-up in each court, will be determined by personal retail sales.[†] Although the suggested retail value of the orders placed in a calendar month may be higher, up to \$13,000 personal retail sales per month will count toward your total challenge credit. Ties will be broken by the adjusted wholesale amount of Section 1 orders placed during the Seminar challenge period time frame.

QUEEN'S COURT OF SHARING

Independent Sales Force members must add 24 New *Great Start*-qualified* Personal Team Members whose Independent Beauty Consultant Agreements are received and accepted by the Company during the challenge time frame July 1, 2023 through June 30, 2024.

Ranking of the Top 20, including the Queens and Runner-Ups, will be determined by personal team commissions earned on the 24 or more qualified new team members. A maximum of 13 new actual team members may count toward the 24 required in any calendar month. A new team member who becomes qualified will count toward the monthly maximum of 13 in the month her signed 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 processed in a calendar month during the challenge time frame, the 13 with the highest commissions earned by the recruiter will count toward the maximum. Please note that a qualified new team member who returns product to the Company for repurchase during the challenge period, resulting in retail sales of less than \$600 at the end of the challenge time frame, will not count toward the Queen's Court of Sharing.

INDEPENDENT SALES DIRECTOR NEW OFFSPRING RETAIL CREDIT

Independent Sales Directors who debut one or more first-line U.S. offspring Sales Directors from July 1, 2023, to June 30, 2024, can count up to \$25,000 of their first-line offspring's unit retail sales volume[†] toward their own Unit Circle recognition. A first-line U.S. offspring Sales Director must maintain their status as Independent Sales Director as of June 30, 2024, for the credit to be applied to the Senior Sales Director's year-end unit retail amount.

CIRCLE OF ACHIEVEMENT (\$300,000 - \$600,000)

QUALIFICATIONS:

Independent Sales Directors must achieve at least \$300,000 in unit retail sales volume[†]. Recognition begins at \$300,000 in unit retail sales volume and continues in \$50,000 increments thereafter.

CIRCLE OF EXCELLENCE (\$650,000 – \$750,000)

QUALIFICATIONS:

Independent Sales Directors must achieve at least \$650,000 in unit retail sales volume[†]. Recognition begins at \$650,000 in unit retail sales volume and continues in \$50,000 increments thereafter.

CIRCLE OF EXCELLENCE PRESTIGE (\$800,000 AND ABOVE)

QUALIFICATIONS:

Independent Sales Directors must achieve at least \$800,000 in unit retail sales volume.[†] Recognition begins at \$800,000 in unit retail sales volume and continues in \$50,000 increments thereafter.

TOP 20 SALES DIRECTORS IN UNIT SALES (CIRCLE OF ACHIEVEMENT AND EXCELLENCE)

Ranking of the Top 20 Sales Directors in Unit Sales for each Seminar affiliation and nationwide, including the Queens and runners-up, will be determined by unit retail sales volume.[†] Ties will be broken based upon the adjusted wholesale amount of Section 1 orders placed during the Seminar challenge time frame.

DOUBLE STAR ACHIEVEMENT

QUALIFICATIONS:

- Independent Beauty Consultants must achieve both the Consultant Queen's Court of Personal Sales and the Queen's Court of Sharing.
- Independent Sales Directors must achieve two of the three following categories: Sales Director Queen's Court of Personal Sales, Queen's Court of Sharing or the Circle of Achievement or Circle of Excellence.

TRIPLE STAR ACHIEVEMENT

QUALIFICATIONS:

- Independent Sales Directors must achieve the Sales Director Queen's Court of Personal Sales, the Queen's Court of Sharing AND the Circle of Achievement or Circle of Excellence.

ADDITIONAL QUALIFICATION DETAILS:

- Spouses may be Mary Kay Independent Beauty Consultants. However, there may be only one Independent Sales Director per spouse team. They may operate separately, just as if they were not related. However, for Company record purposes, one will be considered a personal team member of the other. In other words, the spouse of a Beauty Consultant must be recruited by that Beauty Consultant. The personal team commission and team-building bonus normally paid on team members will not be paid when a spouse recruits her/his spouse. The spouse will not count in any way toward Independent Sales Director qualification or any Company promotions or awards, including Court of Sharing as well as qualification or maintenance of a Career Car under the Grand Achiever Career Car program.
- When participating in the Queen's Courts of Personal Sales, Queen's Court of Sharing, Circles or Achievement or Excellence, you are competing for ranking within your designated Seminar affiliation.
- Mary Kay Reserves the right to make exceptions.
- If you debut as an Independent National Sales Director and achieve any of the Queen's Courts and/or Circles prior to your National Sales Director debut date, you will receive the reward associated with that Queen's Court and/or Circle. In addition, if a new National Sales Director achieves a higher Unit Circle, her Senior National Sales Director will also receive the \$1,000 bonus.
- Orders and Independent Beauty Consultant Agreements must be received and accepted by the Company from July 1, 2023 through June 30, 2024, to count toward Seminar 2024 challenge credit.
- To receive an award, an Independent Beauty Consultant must be in good standing with the Company at the time the award is presented.
- Independent sales force members in "T" Status are not eligible to achieve the Seminar Awards Queen's Court of Sharing.
- The North American region consists of the United States and Canada. When the Sales Directors in the North American region come together, their ranking is based on final unit retail sales volume at Seminar close and combining both Canadian and U.S. achievers, dollar for dollar, for an overall regional ranking.
- For the purposes of Form 1099-MISC, if you have a backup withholding balance, you must pay the backup withholding balance in full by Nov. 30, 2024, in the same year the award was earned. If the balance is not paid in full by Nov. 30, 2024, you will have forfeited your award for that year.

**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 personal team member is one who has personal retail sales of \$600 or more in wholesale Section 1 products, within the Great Start timeframe. The wholesale orders(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 2024 must place the qualifying single initial order or cumulative orders by June 30, 2024.*

Seminar Awards Rewards

BEAUTY CONSULTANT AND SALES DIRECTOR QUEEN'S COURT OF PERSONAL SALES

REWARDS:

- Court of Personal Sales Achievers receive onstage recognition and their choice of one of the Limitless Ring or a \$500 cash reward.
 - Limitless Ring: 14-karat yellow gold with a green amethyst weighing approximately 9.35 carats, along with two blue topaz stones and 26 round brilliant-cut diamonds weighing approximately 0.45 total carats.
- Top 20 achievers will be invited to the Pink Lounge located backstage during the Awards Show.

QUEEN'S COURT OF SHARING

REWARDS:

- Court of Sharing achievers receive onstage recognition and their choice of one of the Bee Fabulous Diamond Bee Pin, Bee Fabulous Bee Charm or \$525 cash reward.
 - Bee Fabulous Diamond Bee Pin: 14-karat yellow and white gold bee pin with 19 brilliant-cut diamonds with a total weight of .75 carats.
 - Bee Fabulous Bee Charm: 14-karat yellow and white gold bee charm with 17 round brilliant-cut diamonds with a total weight of .55 carats.
- Top 20 achievers of this court will be invited to the Pink Lounge located backstage during the Awards Show.

CIRCLE OF ACHIEVEMENT AND CIRCLE OF EXCELLENCE

REWARDS: Each Independent Sales Director who:

- Achieves Circle of Achievement or Excellence will receive onstage recognition and a plaque with her name and circle achieved OR a cash reward option. Circle of Achievement = \$50 Cash Reward, Circle of Excellence = \$75 cash reward.
- Achieves a higher Unit Circle than their previous year will receive a \$1,000 bonus.
- Exceeds all previous years' unit retail sales volume starting at the \$300,000 unit retail sales volume starting and every \$50,000 increment thereafter will receive a diamond bar pin.
 - Diamond Bar Pins are 14-karat yellow and white gold pins with 36 round brilliant-cut diamond weighing approximately 0.65 carat.

CIRCLE OF ACHIEVEMENT (\$500,000 - \$600,000)

REWARDS: Each Independent Sales Director who:

- Achieves \$500,000 Circle of Achievement or above will receive the choice of Stargazing Ring or a \$3,750 cash reward.
 - Stargazing Ring: 14-karat white gold ring with a blue topaz weighing approximately 17.6 carats with two sapphire baguettes and 82 round brilliant-cut diamonds weighing approximately 1.75 carats total.
- Achieves the \$500,000 Circle of Achievement or above will be invited to the Pink Lounge located backstage during the Awards Show.
- Plus, rewards listed for **Circle of Achievement** and **Circle of Excellence** above.

CIRCLE OF EXCELLENCE (\$650,000 – \$750,000)

REWARDS: Each Independent Sales Director who:

- Achieves Circle of Excellence will earn the Top Sales Director Trip. See the 2024 Top Sales Director page on *Mary Kay InTouch*® for details.

- Independent Sales Directors who earn the 2024 Top Sales Director Trip will receive the Maui Dolphin Charm. The first time a trip is achieved, the trip charm bracelet is awarded so you can start collecting the many years of trip charms ahead.
 - Maui Dolphin Charm: 10-karat yellow, white and rose gold interlocking dolphin charm with “MAUI 2024” on the back. Assembled with a sterling silver jump ring and lobster claw.
 - Top Sales Director Trip Charm Bracelet: sterling silver 9-inch charm bracelet with hidden clasp weighing 3.53 grams. Includes 1 cubic zirconia link weighing 0.87 carats.
- Plus, rewards listed for **Circle of Achievement (\$500,000 - \$600,000)** above.

CIRCLE OF EXCELLENCE PRESTIGE (\$800,000 AND ABOVE)

REWARDS: Each Independent Sales Director who:

- Achieves Circle of Excellence Prestige will receive the choice of one of the Stargazing Ring plus a \$500 cash reward, the Prestige ring or a \$4,250 cash reward.
 - Stargazing Ring- 14-karat white gold ring with a blue topaz weighing approximately 17.6 carats with two sapphire baguettes and 82 round brilliant-cut diamonds weighing approximately 1.75 carats.
 - Prestige Ring- 18-karat white gold ring with 107-prong set of round brilliant-cut diamonds with a weight of approximately 4 carats.
- Achieves Circle of Excellence Prestige will earn both the Top Sales Director Trip and the Prestige Trip. See the 2024 Top Sales Director page on *Mary Kay InTouch*® for details.
- Independent Sales Directors who earn the 2024 Top Sales Director Prestige Trip will receive both the Maui Dolphin Charm and Kona Palm Tree Charm.
 - Kona Palm Tree Charm: 10-karat white gold palm tree charm with cubic zirconia and “2024” on the front with “KONA” on the back. Assembled with a sterling silver jump ring and lobster claw.
- Achieves the \$800,000 Circle of Excellence or above will be invited to the Pink Lounge located backstage during the Awards Show.
- Plus, rewards listed for **Circle of Achievement** and **Circle of Excellence** above.

Each Independent Sales Director who achieves Million-Dollar Circle of Excellence will receive all the Circle of Excellence Prestige rewards, plus:

- \$1 million perks.
 - A \$5,000 bonus.
 - A hotel suite for the No. 1 Independent Sales Director in the North American region on the 2024 Top Sales Director Trip. All other rooms will be assigned in the order of regional ranking.
 - The No. 1 Independent Sales Director in the North American region will host the Million-Dollar slumber party in their suite during the 2024 Top Sales Director Trip.
 - A personalized robe for the Million-Dollar slumber party (trip attendance not required).
 - Business-class airline upgrade on the 2024 Top Sales Director Trip.
 - Exciting onstage recognition with your unit at Seminar.
 - Luxury transportation provided for the Seminar Awards Show.*
 - Receive the Million-Dollar Charm to wear on your Top Director Trip Bracelet.
 - Million-Dollar Charm: 14-karat yellow gold with 35 diamonds. Charm has a .925 sterling silver jump ring and lobster-claw clasp to easily attach to your Top Sales Director Trip charm bracelet, or it can be soldered on by a local jeweler.
 - Your portrait displayed in the Million-Dollar Sales Director room at The Mary Kay Building.
 - An exclusive invitation to the Legacy Weekend.
- \$2 million perks, all the above PLUS:
 - An additional \$5,000 bonus for a total of \$10,000.

*Million-Dollar Independent Sales Directors must stay in a Mary Kay-contracted hotel to be eligible for the luxury transportation.

NOTE: Rewards and perks that are distributed while on the trip are for trip attendees only

QUEENS AND RUNNERS-UP OF THE COURTS OR CIRCLE

In addition to the Unit Circle reward(s):

- The Runners-Up (No. 2 and No. 3) of the court will receive BOTH the Runner-Up Tiara ring or a \$1,200 cash reward AND the Runner-Up Bee pin or a \$1,200 cash reward.
 - Runner-Up Tiara Ring: 14-karat white gold ring with 49-prong set round brilliant-cut diamonds weighing approximately 1.37 carats.
 - Runner-Up Bee Pin: 14-karat yellow and white gold pin with 19 round brilliant-cut diamonds weighing approximately 1.10 carats.
- The (No. 1) Queens of the Court will receive BOTH the Queen Crown ring or a \$2,600 cash reward AND the Queen Bee pin or a \$2,150 cash reward PLUS a \$350 cash reward for themselves or a loved one.
 - Queen Crown Ring: 14-karat white gold ring with 78-prong set round brilliant-cut diamonds weighing approximately 2 carats total.
 - Queen Bee Pin: 14-karat yellow and white gold pin with 21 round brilliant-cut diamonds weighing approximately 1.75 carats total.

DOUBLE STAR ACHIEVEMENT REWARDS

REWARDS

Each Independent Beauty Consultant and Independent Sales Director who qualifies will receive a \$100 cash reward and onstage recognition.

TRIPLE STAR ACHIEVEMENT REWARDS

Each Independent Sales Director who qualifies will receive:

- A \$100 cash reward
- Onstage recognition.
- Pink Lounge Access backstage at Seminar during the Awards Show.
- The 14-karat white gold wire necklace with add-on diamond charms. In the first year, she will receive the wire necklace and diamond loop. Each year after, a new loop or pendant is added. Achieve this award for 10 years and she will receive the dazzling diamond earrings. As she continues to achieve this challenge, starting on the 11th year, she will receive a \$1,200 cash reward for every year she earns Triple Star Achievement.

Seminar Awards Challenge FAQs

1. WHAT IS THE SEMINAR AWARDS CHALLENGE?

The Seminar Awards challenge is a yearlong challenge based on your personal unit production, personal team members and unit production. There are four Seminar Queen's 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 DOES GREAT START-QUALIFIED MEAN?

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 her/his 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 2024 must place the qualifying single initial order or cumulative orders by June 30, 2024.

EXAMPLES:

NEW PERSONAL TEAM MEMBER	AGREEMENT DATE	ORDER TYPE AND DATE		WHOLESALE ORDER AMOUNT	QUALIFIED FOR SEMINAR COURT OF SHARING?
Angie	June 30, 2023	Initial Order	July 10, 2023	\$600	NO
Sherly	July 6, 2023	Initial Order	July 29, 2023	\$300	YES!
		2 nd Order	Aug. 15, 2023	\$100	
		3 rd Order	Sept. 10, 2023	\$200	
Natalie	July 31, 2023	Initial Order	Nov. 2, 2023	\$200	NO
Kim	Aug. 1, 2023	Initial Order	Sept. 2, 2023	\$225	YES!
		2 nd Order	Oct. 8, 2023	\$225	
		3 rd Order	Nov. 10, 2023	\$50	
		4 th Order	Nov. 30, 2023	\$100	
Rachel	May 31, 2024	Initial Order	July 16, 2024	\$600	NO

3. DO I NEED TO BE REGISTERED AND ATTEND SEMINAR TO BE RANKED IN THE TOP 20 OR THE TOP 3 OF THE COURTS OR CIRCLE?

No. You do not need to be registered to be ranked in the Top 20 or the Top 3 of the Courts or Circle.

4. IF I DO NOT ATTEND SEMINAR AND ACHIEVE A COURT OR CIRCLE, WILL MY NAME BE ANNOUNCED?

No. Event recognition is an event perk and will only be rewarded to achievers who attend Seminar, except the Top 3 achievers. Top 3 achievers who do not attend Seminar will have their photo displayed and their name announced during the awards show.

All independent sales force members who achieve a Court or Circle will receive recognition in Recognition Central regardless of registration status.

5. IF A TOP 3 INDEPENDENT SALES DIRECTOR IN UNIT SALES IS NOT REGISTERED TO ATTEND SEMINAR, HOW WILL THE SPEECH ON DAY 3 BE HANDLED?

One of the best parts of Seminar is the speeches! For that reason, the Top 3 Sales Director speeches at Seminar will remain an event perk for the Top 3 Independent Sales Directors in Unit Sales who are registered by the registration deadline and attend Seminar.

6. IF I'M IN THE TOP 20/TOP 3 OF A COURT AND/OR CIRCLE BUT I'M NOT REGISTERED FOR SEMINAR, WHAT REWARDS WILL I RECEIVE?

If you do not attend Seminar, we will mail your Seminar Awards by the end of September. No additional items will be mailed.

7. WHY IS THERE A MAXIMUM OF \$13,000 IN PERSONAL RETAIL SALES[†] PER MONTH IN THE QUEEN'S 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.

8. 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.

9. 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.

10. 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, 2024, you will be recognized in the Sales Director Queen's Court of Personal Sales. July 1, 2024, debuts will be recognized in the Beauty Consultant Queen's Court of Personal Sales.

11. 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.

12. 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.

13. 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.

14. 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*[®] > Business Tools > *myBusiness*SM > Reports:

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

15. WHEN ARE NEGATIVE ADJUSTMENTS APPLIED?

- Personal negative adjustments are deducted instantly.
- Circle of Achievement or Circle of Excellence negative adjustments:
 1. If adjustments are made in the same month that the order was placed, the adjustments are deducted instantly.
 2. 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.

16. 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.

17. 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.

18. AS AN INDEPENDENT NATIONAL SALES DIRECTOR, 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.

19. 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, 2024, in the same year the award was earned. If the balance is not paid in full by Nov. 30, 2024, you will have forfeited your reward for that year.

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

You can contact the Consultant Success Center at 800-272-9333, Option 2, then Option 3.

21. 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 have an active Independent Beauty Consultant Agreement with the Company and be in good standing 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 orders(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 2024 must place the qualifying single initial order or cumulative orders by June 30, 2024.*

New Offspring Retail Credits FAQs

1. 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.

2. 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

3. WHAT DOES “WITHIN THE SEMINAR YEAR” MEAN?

With respect to the New Offspring Retail Credit rules, “within the Seminar year” means that your offspring Sales Director must debut July 2023, through June 30 2024.

4. 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, 2024, 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, 2024. It is not an automatic \$25,000.

5. 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, 2024.

6. 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.

7. 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.

8. 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.

9. 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.

10. CAN I USE THIS NEW OFFSPRING RETAIL CREDIT TOWARD ON-TARGET RANKING AND REWARDS AT LEADERSHIP 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.

11. 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, 2024.

12. HOW CAN I TRACK THIS CREDIT?

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

13. 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.

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

Seminar Awards North America Region Ranking FAQs

1. WHAT IS REGIONAL RANKING?

The North America region consists of the United States and Canada. When the Independent Sales Directors in the North America Region come together, their ranking is based on final unit retail sales volume at Seminar close and done by combining both Canadian and U.S. achievers, dollar for dollar, for an overall regional ranking.

2. WHERE IS REGIONAL RANKING USED?

- Top Sales Director Trip Regional Ranking: For purposes of the Top Sales Director Trip, ranking of Sales Director achievers is based on final unit retail sales volume at Seminar close and done by combining both Canadian and U.S. achievers, dollar for dollar, for an overall regional ranking. The No. 1 ranked Sales Director in the North America Region is eligible to earn a suite and is invited to host the Million-Dollar Independent Sales Director slumber party held on the Top Sales Director trip. All Million-Dollar Independent Sales Directors are eligible to earn additional special perks on the Top Sales Director Trip. All achievers are assigned rooms based on ranking.
- Leadership Conference regional ranking: For purposes of Leadership Conference, ranking of Sales Directors is based on final unit retail sales volume at Seminar close and done by combining both Canadian and U.S. achievers, dollar for dollar, for an overall regional ranking. On-target ranking of Sales Director achievers is based on year-to-date unit retail sales volume and done by combining both Canadian and U.S. achievers, dollar for dollar, for an overall on-target regional ranking.
- Legacy Weekend regional ranking

3. WHAT HAPPENS IF THE NO. 1 RANKED INDEPENDENT SALES DIRECTOR IN THE NORTH AMERICA REGION DOES NOT ATTEND THE TRIP?

If the No. 1 ranked Sales Director in the North America Region does not attend the trip, the next Sales Director in ranking order is eligible to earn the No. 1 Sales Director suite and will host the Million-Dollar Sales Director slumber party.

4. HAS THERE EVER BEEN A CANADIAN WHO WAS THE NO. 1 INDEPENDENT SALES DIRECTOR IN THE NORTH AMERICA REGION?

In 2021, we had our first Canadian No. 1 ranked Sales Director in the North America Region. Until then, the highest ranking Canadian within the North America Region was No. 2 in 2012.

5. WHERE ARE THE REGIONAL RANKING RULES PUBLISHED?

The rules can be found on the Seminar Awards pages on *Mary Kay InTouch*®.

6. WHERE CAN I FIND THE NORTH AMERICA REGION RANKING?

On-Target North America regional ranking is published on *Mary Kay InTouch*®. Final regional ranking is revealed on the Top Sales Director Trip.

7. WHY IS THE EXCHANGE RATE NOT TAKEN INTO CONSIDERATION WHEN RANKING CANADIAN AND U.S. SALES DIRECTORS?

Due to the fluctuation of the currency exchange rate, U.S. and Canadian Sales Directors are ranked dollar for dollar on Seminar year-end Unit Retail Sales Volume.

Seminar Awards Reward Selections FAQs

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 Consultant Success Center at 800-272-9333 – Option 2, then Option 3. All selections must be made by July 1, 2024. If a selection is not made by July 1, 2024, 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, 2024, 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 2024). To make your selection for a past reward, you must call the Consultant Success Center at 800-272-9333 – Option 2, then Option 3. These selections are final.

4. WHY IS THERE ONLY ONE RING AVAILABLE FOR THE QUEEN'S COURT OF PERSONAL SALES?

After analyzing ring selections in past years, we have found that a very high percentage of our achievers end up selecting the same ring – we almost always have a clear winner! So, rather than giving our achievers multiple ring options, we can now put our designing efforts and focus on one amazing ring. Plus, by having a single “ring of the year” to signify the court, you can easily identify a Queen’s Court of Personal Sales achiever and congratulate them on their incredible achievements!

5. 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.

6. 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.

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

- Double Star and Triple Star = \$100
- Queens' Courts of Personal Sales = \$500
- Queen's 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

8. 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 Consultant Success Center at 800-272-9333 – Option 2, then Option 3, 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

9. 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 booth in Hall F lobby. If you do not attend Seminar, your reward(s) will be mailed to you by the end of September. There is a lengthy 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 we ask for your patience while we complete this process with accuracy. You should receive your beautiful jewelry very soon!

If the cash reward is selected, you will receive your cash reward via direct deposit by your Seminar or sooner. Queen and Runner-Up cash rewards will be direct deposited after your Seminar.

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

If you do not attend Seminar, your reward(s) will be mailed by the end of September. 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!

11. 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, 2024. To confirm, please contact the Consultant Success Center at 800-272-9333 – Option 2, then Option 3.

12. 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 or a half-size like 7.5, these are considered special requests because they are not offered as a selection on *Mary Kay InTouch*®. Please note, this special request cannot be exchanged for another size or cash option because it is ordered specifically for you.

13. 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.

14. 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 Consultant Success Center at 800-272-9333 – Option 2, then Option 3, to make your selection. Selections must be made by July 1, 2024. If a selection is not made by July 1, your reward will automatically default to the cash reward.

15. 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.

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

The plaque will be shipped to your address on file by the end of September.

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

You can contact the Consultant Success Center at 800-272-9333 – Option 2, then Option 3.

18. 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, Warranty and Replacement Information FAQs

Wearing your accomplishments with gorgeous exclusive Seminar jewelry is a treasured part of our Mary Kay heritage and one we intend to continue. Caring for these precious pieces is important and is why we partner with our jewelry company to provide a one-year warranty for all jewelry after it is awarded. If repair falls within the guidelines listed below, you may contact the Consultant Success Center at 800-272-9333 – Option 2, then Option 3, anytime during that one-year warranty time frame to have jewelry repaired.

Warranty Guidelines:

- The one-year warranty ends in September of the following Seminar year.
- The warranty is voided if the jewelry is taken to another jeweler during the one-year warranty.
- The warranty covers 1 resize and manufacturer defects.
- Independent sales force members are responsible for payment of repairs outside the warranty. If unsure repair is covered under warranty, please contact Consultant Success Center at 800-272-9333 – Option 2, then Option 3.
- There is no guarantee that a repair is covered under the warranty or if Jeweler can repair your jewelry.

Additional Notes:

- Employees can no longer receive jewelry for repairs. You must contact the Consultant Success Center at 800-272-9333 – Option 2, then Option 3.
- Mary Kay no longer accepts jewelry to be appraised by our jewelry company.
- National Sales Directors, Mary Kay will continue to repair your NSD Jewelry (NSD bracelet, necklace and earrings). Any Seminar Awards Jewelry earned prior to becoming an NSD will not be repaired by Mary Kay.

After the one-year warranty, it is your responsibility to use a local and trusted jeweler to get your jewelry repaired at your cost. This helps you avoid risk of lost jewelry in the mail and saves you fees to ensure fine jewelry when shipped. Of course, if you cannot find a local and trusted jeweler, you may contact Consultant Success Center at 800-272-9333 – Option 2, then Option 3 for our jewelry company information. Please know that if you choose to work directly with our jewelry company, Mary Kay Inc. will not manage any part of the repair process.

1. 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 Consultant Success Center at 800-272-9333 – Option 2, then Option 3.

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.

2. 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 Consultant Success Center at 800-272-9333 – Option 2, then Option 3, 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:
 1. Option 1: Take your repair to a local jeweler.
 2. Option 2: You may contact the Consultant Success Center at 800-272-9333 – Option 2, then Option 3, 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.

3. 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 2024, the warranty will end Sept. 30, 2025.

4. 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.

5. WHEN WILL I RECEIVE MY APPRAISAL FOR MY SEMINAR AWARDS JEWELRY?

Appraisals will be available for download by the end of September, approximately. Find these on *Mary Kay InTouch*® In your *myBusiness*™ reports. You MUST print your appraisal(s) by Dec. 31, 2024.

6. 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 2024 is not printed by Dec. 31, 2024, 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.

7. 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.

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

No. Appraisals on jewelry earned at Seminar 2024 will be available on *Mary Kay InTouch*® under *myBusiness*™ reports by the end of September. You MUST print your appraisal(s) by Dec. 31, 2024. 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 handle requests for appraisals even if they were lost.

9. 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 Consultant Success Center at 800-272-9333 – Option 2, then Option 3 for jewelry information.

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 Consultant Success Center at 800-272-9333 – Option 2, then Option 3, to confirm.

11. 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.

12. THE GEMSTONE ON MY SEMINAR AWARD RING IS A DIFFERENT SHADE THEN OTHER SEMINAR AWARD ACHIEVERS' RINGS. WHY IS THAT?

Each stone is a natural gemstone, so exact colors will vary. Slight irregularities and variations in craftsmanship or natural characteristics, or internal inclusions, visible or otherwise, in colored gemstones are unique and individual to each item. These characteristics are considered to be part of the character of the item and should not be considered a defect.

13. 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.

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

We cannot make any Seminar Awards 2024 reward exchanges. If you need to resize your ring, please refer to Question #1 in the Seminar Awards Jewelry Care, Repairs and Replacement FAQs.

If you did not make a selection by the July 1, 2024, 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.

15. 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.

16. CAN I SAFELY WEAR MY SEMINAR AWARDS JEWELRY AT ALL TIMES?

We know you are eager to wear and show off your well-deserved Seminar Awards jewelry, and we understand that you want to wear it often. However, please keep in mind your Seminar Awards jewelry is fine jewelry that should not be worn when doing heavy work with your hands or when working with chemicals. Be careful not to strike your Seminar Awards jewelry against hard surfaces, as this could cause damage and even chip or break a stone. Always be sure to clean and take extra care for your well-earned jewelry.