

MARY KAY® SKIN CARE

Frequently Asked Questions

- 1. Is *Mary Kay*® Skin Care replacing the *Botanical Effects*® Regimen?**
Yes. With the launch of *Mary Kay*® Skin Care, the *Botanical Effects*® Regimen will go away.
- 2. What if my customer previously used the *Botanical Effects*® Regimen? Should I transition them to *Mary Kay*® Skin Care?**
Mary Kay® Skin Care is a great choice for anyone looking for a similar routine to *Botanical Effects*® as it's gentle, effective and suitable for sensitive skin. Not only will *Mary Kay*® Skin Care provide your customers with the same product forms (a cleanser, exfoliator, toner and moisturizer), but it will also provide hydrating or mattifying benefits that's tailored to their preference.
- 3. How does *Mary Kay*® Skin Care compare to *Botanical Effects*®?**
With *Mary Kay*® Skin Care, you can feel confident your customers will receive the same product forms and functions including cleansing, exfoliating, toning and moisturizing products, in addition to hydrating or mattifying benefits tailored to skin type and personal preference.
- 4. What should I recommend to my *Mary Kay*® Skin Care customers who want SPF?**
You can recommend *Mary Kay*® Mineral Facial Sunscreen Broad Spectrum SPF 30* as the last full-face skin care step following application of either *Mary Kay*® Hydrating Moisturizer or *Mary Kay*® Mattifying Moisturizer. However, for customers looking for an alternative SPF product, you can offer the following options depending on the additional benefits they may want. For example:

 - *Mary Kay*® CC Cream Broad Spectrum Sunscreen SPF 15*
 - *Mary Kay*® Foundation Primer Sunscreen Broad Spectrum SPF 15*
- 5. Who is the *Mary Kay*® Skin Care customer?**
The *Mary Kay*® Skin Care customer is any person just starting their skin care journey looking for simple skin care products and aren't interested in age-fighting formulas. The products can be mixed and matched to suit daily skin needs – from cleansing and exfoliating to toning and moisturizing. It's especially for:

 - Younger customers new to skin care looking for a simple start when it comes to creating healthy skin habits.
 - Previous *Botanical Effects*® customers who are interested in a similar routine that's gentle, effective and suitable for sensitive skin.

6. **What is the usage for each *Mary Kay*[®] Skin Care product?**
- *Mary Kay*[®] Hydrating Cleanser/*Mary Kay*[®] Mattifying Cleanser: Can use twice daily – once in the morning and once in the evening.
 - *Mary Kay*[®] Exfoliating Scrub: Can use once every other day, two to three times per week after cleansing.
 - *Mary Kay*[®] Balancing Toner: Can use twice daily – once in the morning and once in the evening.
 - *Mary Kay*[®] Hydrating Moisturizer/*Mary Kay*[®] Mattifying Moisturizer: Can use twice daily – once in the morning and once in the evening.
7. **What is the difference between *Mary Kay*[®] Balancing Toner and *Mary Kay*[®] Micellar Water?**
- Micellar water is used at the beginning of your skin care routine as a first cleansing step prior to a traditional cleanser to help attract and break down makeup and impurities while toner is used as a refreshing, post-cleansing step.
8. **If I use all *Mary Kay*[®] Skin Care products plus *Mary Kay*[®] Micellar Water, what is the order of application?**
- *Mary Kay*[®] Micellar Water
 - *Mary Kay*[®] Hydrating Cleanser OR *Mary Kay*[®] Mattifying Cleanser
 - *Mary Kay*[®] Exfoliating Scrub (once every other day, two to three times per week)
 - *Mary Kay*[®] Balancing Toner
 - *Mary Kay*[®] Hydrating Moisturizer OR *Mary Kay*[®] Mattifying Moisturizer
9. **What is the exfoliant used in the *Mary Kay*[®] Exfoliating Scrub? Is it made with microbeads?**
- No. The exfoliant used in the *Mary Kay*[®] Exfoliating Scrub is a plastic-free, micro-granular silica with spherical particles.
10. **Can *Mary Kay*[®] Skin Care products be used with other *Mary Kay*[®] products?**
- It's reasonable to expect that most *Mary Kay*[®] Skin Care products can be used with the rest of the products in our portfolio; although they were not specifically tested together. Please be aware of some cautions for the *Mary Kay*[®] Exfoliating Scrub to help minimize potential irritation:
- It is not recommended to use *Mary Kay*[®] Exfoliating Scrub if you are using Clinical Solutions™ Retinol 0.5 or *Clear Proof*[®] products containing salicylic acid.
 - It is not recommended to use other exfoliating products on the same day as *Mary Kay*[®] Exfoliating Scrub, including *TimeWise Repair*[®] *Revealing Radiance*[®] Facial Peel, *TimeWise*[®] Microdermabrasion Refine, *Mary Kay Naturally*[™] Exfoliating Powder, *Mary Kay Clinical Solutions*[®] PHA + AHA Resurfacer and *Clear Proof*[®] Deep-Cleansing Charcoal Mask. If you

experience irritation, scale back use of exfoliating products as tolerated by your skin.

11. Is the packaging recyclable?

No.

12. Are *Mary Kay*® Skin Care products suitable for all skin types? For sensitive skin?

Yes. *Mary Kay*® Skin Care products were developed to meet the needs of all skin types and includes cleanser and moisturizer options designed specifically with combination to oily and normal to dry skin in mind. Both formulas are suitable for sensitive skin.

13. Do *Mary Kay*® Skin Care products contain fragrance?

No. *Mary Kay*® Skin Care products do not contain fragrance, but some people may detect a slight scent which is inherent to some of the ingredients in the formulas.

14. Do *Mary Kay*® Skin Care products contain oil?

Mary Kay® Hydrating Cleanser and *Mary Kay*® Hydrating Moisturizer contain sunflower oil. The rest of the *Mary Kay*® Skin Care products do not contain oil. All *Mary Kay*® Skin Care is non-comedogenic.

15. Do *Mary Kay*® Skin Care products contain parabens?

No.

16. Do *Mary Kay*® Skin Care products contain alcohol?

No.

17. Are *Mary Kay*® Skin Care products gluten-free?

While wheat-derived ingredients are not common in *Mary Kay*® products, we do not claim any *Mary Kay*® products to be certified gluten-free. We recommend you refer your customers to the full ingredient list on the carton packaging so they can make an informed decision.

18. Are *Mary Kay*® Skin Care products suitable for pregnant women?

While *Mary Kay*® Skin Care products were not tested on pregnant or nursing women, *Mary Kay*® is committed to providing safe, quality products to its Independent Sales Force members and their consumers. As with any skin care routine, if a woman is pregnant or nursing, it is recommended she consult her health care provider before using new products.

19. Are *Mary Kay*® Skin Care products recommended for use by teenagers?

While *Mary Kay*® Skin Care products were only dermatologist tested on women 18 years and up, the formulas and ingredients are considered suitable and safe for teenagers.

20. What are the use-up rates of *Mary Kay*[®] Skin Care products?

- *Mary Kay*[®] Hydrating Cleanser/*Mary Kay*[®] Mattifying Cleanser: If using twice daily, the average use-up rate is four months.
- *Mary Kay*[®] Exfoliating Scrub: If using three times a week, the average use-up rate is three months.
- *Mary Kay*[®] Balancing Toner: If using twice daily, the average use-up rate is three months.
- *Mary Kay*[®] Hydrating Moisturizer/*Mary Kay*[®] Mattifying Moisturizer: If using twice daily, the average use-up rate is three months.

21. What is the shelf life of *Mary Kay*[®] Skin Care?

Three years.

Footers

*Over-the-counter drug product