

Star Consultant Program Mary Kay-Branded Rewards

Frequently Asked Questions

1. What is the change for the Star Consultant Program starting March 16, 2024?

When you become a Star Consultant in a quarter, you will earn priority access to redeem Star credits for the newly added Mary Kay-branded reward! We'll introduce one Mary Kay-branded reward over the next several Star quarters.

2. Who can redeem for a Mary Kay-branded reward?

You need to be a Star Consultant in a quarter to earn priority access to redeem the featured branded reward when the Star Consultant quarter closes.

If you didn't achieve Star Consultant status in a quarter, you will gain access to redeem for the featured branded reward about a month later than those that were Stars Consultants, if stock remains.

3. I see that the Mary Kay-branded reward for Quarter 4 (March 16 – June 15) is a Sapphire-level reward. Do I need to be a Sapphire Star Consultant to redeem this reward?

No. Achieve Star Consultant status (of any Prize Category) in a quarter and earn priority access to redeem for the featured branded reward when the quarter closes. Limit of 1 per Star Consultant.

If you didn't achieve Star Consultant status in a quarter, you will gain redemption access for the featured branded reward about a month later than those that were Star Consultants, if stock remains. Limit of 1 per Star Consultant.

As a reminder, here's where each Star Prize Category begins:

Prize Category	Quarterly Wholesale Section 1 Product + Team-Building	Credits Earned
Sapphire	\$1,800	Starts at 2,000 credits
Ruby	\$2,400	Starts at 3,000 credits
Diamond	\$3,000	Starts at 4,000 credits
Emerald	\$3,600	Starts at 5,000 credits
Pearl	\$4,800	Starts at 7,000 credits
Pearl	\$6,000	Starts at 10,000 credits
Pearl	\$7,800	Starts at 17,000 credits
Pearl	\$9,600	Starts at 24,000 credits

See the Star Consultant webpage on *Mary Kay InTouch*® for more info on how to become a Star Consultant.

4. How can I get a Mary Kay-branded Star reward?

Each quarter on *Mary Kay InTouch*® and the Star Boutique, we will advertise the branded reward that Star Consultants can redeem when the quarter closes.

Achieve Star Consultant status (of any Prize Category) in a quarter and earn priority access to redeem for the featured branded reward when the quarter closes. Limit of 1 per Star Consultant.

If you didn't achieve Star Consultant status in a quarter, you will gain redemption access for the featured branded reward about a month later than those that were Star Consultants, if stock remains. Limit of 1 per Star Consultant.

5. I was a Star Consultant last quarter. When can I redeem for a Mary Kay-branded reward?

Branded reward redemptions will start in June 2024. See the chart below for exactly when you can start redeeming!

Star	Priority Access to the Star Branded Reward:		Not a Star	Access to the Star Branded Reward (approx. a month later):
Q4 Star (March 16 – June 15, 2024)	Thurs, June 20, 2024, at 12pm CT		Not a Q4 Star	Fri, July 19, 2024, at 12pm CT
Q1 Star (June 16 – Sept. 15, 2024)	Fri, Sept. 20, 2024, at 12pm CT		Not a Q1 Star	Mon, Oct. 21, 2024, at 12pm CT
Q2 Star (Sept. 16 – Dec. 15, 2024)	Fri, Dec. 20, 2024, at 12pm CT		Not a Q2 Star	Mon, Jan. 20, 2025, at 12 pm CT
Q3 Star (Dec. 16, 2024 – March 15, 2025)	Thurs, March 20, 2025, at 12pm CT		Not a Q3 Star	Mon, April 21, 2025, at 12pm CT

6. How many of each Mary Kay-branded reward can be redeemed per Star Consultant?

A Star Consultant can redeem for one unit of each branded reward. The Star Boutique and Star App will recognize your consultant number and prevent duplicate redemptions of the same branded reward.

7. Is there only one Mary Kay-branded reward per quarter?

We are thrilled to introduce Mary Kay-branded items on the new platform for the Star Consultant program. Right now, we are only offering one reward per quarter but will evaluate and react if new opportunities become available.

- 8. If a branded item sells out, will it go on backorder, or will you replenish?**
No. As these are exclusive, limited-edition branded items, they will not go on backorder, nor will they be replenished. Instead, use this information as motivation to become a Star Consultant so you gain priority redemption access each quarter!

As always, Mary Kay-branded items can be found on the DOS and *MKConnections*[®] webpages.

- 9. Why do I have to wait until the quarter closes to redeem for a branded reward?**

We need the Star Consultant quarter to close to confirm you as a Star Consultant. That generates your priority redemption access to the branded reward in the next quarter.

- 10. Can you share ahead of time what the Mary Kay-branded rewards will be?**
No. We want to keep the element of surprise each quarter so there is heightened excitement, increased engagement, and a sense of urgency to achieve Star Consultant, which we hope works just as well to motivate your personal team, unit or area!

- 11. I'm having difficulty ordering a Mary Kay-branded reward. Who can I contact for assistance?**

Please call Rymax at 1-800-496-6008 between 9 a.m. ET and 5:30 p.m. ET if you are having problems ordering. You can also email Rymax Customer Service at StarConsultantSupport@brainstormlogistics.com.

- 12. Is there a report on *Mary Kay InTouch*[®] that can track my Star Consultant status during the Star Consultant quarter?**

Yes. There are two reports on *Mary Kay InTouch*[®] to help you track your Star Consultant status: the **Star Consultant Tracking** report and the **Unit Stars and Consultant Consistency** report.

Footnotes:

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