

New Startup Options Introductory Offers FAQs

1. What are the September 2023 New Startup Options Introductory Offers?

From Sept. 1, 2023, through Sept. 30, 2023, new or returning Independent Beauty Consultants whose Independent Beauty Consultant Agreements are received and accepted by the Company can start their businesses with *Mary Kay*[®] eStart for \$25 (normally \$35). They will be able to build upon this startup experience by adding the *Mary Kay*[®] eStart Plus option for \$35 (normally \$45), and/or the *Mary Kay*[®] Pro Start option for \$75 (normally \$90). As a reminder, these special prices are for a limited time only.

2. What are the dates for the September 2023 New Startup Options Introductory Offers?

Valid during Sept. 1–30, 2023, at 11:59 p.m. CT.

3. What does *Mary Kay*[®] eStart for \$25 (normally \$35) include?

Any eligible new or returning Independent Beauty Consultant will start her business with *Mary Kay*[®] eStart.

***Mary Kay*[®] eStart includes:**

- Access to a beautifully branded *Mary Kay*[®] Personal Web Site for one year.
- Free apps to help sell *Mary Kay*[®] products anytime, anywhere.
- Online step-by-step education.
- Digital tools and marketing resources for managing a *Mary Kay* business.
- Customer support.

PLUS, a free Welcome packet that includes:

- Welcome Brochure
- *Great Start*[™] Brochure
- *The Look* Catalog
- *TimeWise*[®] *Miracle Set*[®] Sample Set in Normal/Dry, pk./1
- *TimeWise*[®] *Miracle Set*[®] Sample Set in Combination/Oily, pk./1
- *TimeWise*[®] Eye Cream Samples, pk./6

(These items will be physically mailed to the new Independent Beauty Consultant's home address.)

Keep in mind that this special offer to purchase *Mary Kay*[®] eStart for \$25 is only available during the month of September 2023. New or returning Independent Beauty Consultants who submit their Independent Beauty Consultant Agreements on Oct. 1, 2023, will receive the new *Mary Kay*[®] eStart for \$35.

4. What does *Mary Kay*[®] eStart Plus for \$35 (normally \$45) include?

Mary Kay[®] eStart Plus is a great option to add on to *Mary Kay*[®] eStart for quick wins with the most frequently requested *Mary Kay*[®] product samples! This is a great way to introduce potential customers to products they are sure to love.

***Mary Kay*[®] eStart Plus for \$35 (normally \$45) includes:**

LITERATURE AND EDUCATION

- Sales Tickets, pk./50
- New! Beauty Profile Cards, pk./30
- *The Look* Catalog, pk./10

PRODUCT SAMPLES

- *TimeWise*[®] *Miracle Set*[®] Sample Sets Sunscreen Broad Spectrum SPF 30* in Normal/Dry, pk./3 (2)
- *TimeWise*[®] *Miracle Set*[®] Sample Sets Sunscreen Broad Spectrum SPF 30* in Combination/Oily, pk./3 (2)
- *TimeWise*[®] Eye Cream Samples, pk./6 (2)
- *Clear Proof*[®] Deep-Cleansing Charcoal Mask Samples, pk./6 (2)
- *TimeWise*[®] Microdermabrasion Plus Set Samples, 6 pairs (2)
- *TimeWise Repair*[®] *Volu-Firm*[®] Sample Sets, pk./3 (2)
- *Mary Kay*[®] Supreme Hydrating Lipstick Samples in Casual Rose, strip/8
- *Mary Kay*[®] Supreme Hydrating Lipstick Samples in Rockstar Red, strip/8
- *Mary Kay Unlimited*[®] Lip Gloss Samples in Pink Fusion, strip/8
- *Mary Kay Unlimited*[®] Lip Gloss Samples in Beach Bronze, strip/8
- *Lash Intensity*[®] Mascara Deluxe Mini in Black (2)
- *Lash Love*[®] Mascara Deluxe Mini in I ♥ black

5. What does *Mary Kay*[®] Pro Start for \$75 (normally \$90) include?

This option adds on sales-empowering essentials to *Mary Kay*[®] eStart, thanks to retail-sized *Mary Kay*[®] products to sample, essential party supplies, business resources and more! It also includes a sleek bag to transport these supplies from parties to appointments in style.

***Mary Kay*[®] Pro Start for \$75 (normally \$90) includes:**

LITERATURE AND EDUCATION

- Flip Chart Binder With Pages
- Sales Tickets, pk./50
- New! Beauty Profile Cards, pk./30
- *The Look* Catalog, pk./10

PARTY SUPPLIES

- *Mary Kay*[®] Pro Start Tote
- Mirror with Tray, (4)
- Disposable Trays, pk./30
- *Mary Kay*[®] *Ultimate Mascara*[™] Sample Wands, pk./15
- Disposable Sponge-Tip Applicators, pk./15

PRODUCT SAMPLES

- Blue Eyes Look Color Cards, pk./5
- Green/Hazel Eyes Look Color Cards, pk./5
- Brown Eyes Look Color Cards, pk./5

RETAIL-SIZED PRODUCTS

- *TimeWise*[®] 4-in-1 Cleanser in Normal/Dry
- *TimeWise*[®] 4-in-1 Cleanser in Combination/Oily
- *TimeWise*[®] Antioxidant Moisturizer in Normal/Dry
- *TimeWise*[®] Antioxidant Moisturizer in Combination/Oily
- *TimeWise*[®] Daytime Defender Sunscreen Broad Spectrum SPF 30*
- *TimeWise*[®] Nighttime Recovery
- *TimeWise*[®] Eye Cream
- *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
- *Mary Kay*[®] Ultimate Mascara™ in Black
- *Clear Proof*[®] Deep-Cleansing Charcoal Mask
- *TimeWise*[®] Microdermabrasion Plus Set (includes Microdermabrasion Refine and Pore Minimizer)

6. **Will the introductory offer startup options include the new *TimeWise*[®] *Miracle Set*[®]?**
Yes.

7. **Can a new Independent Beauty Consultant add both *Mary Kay*[®] eStart Plus and *Mary Kay*[®] Pro Start during the introductory offer?**
Yes. New Independent Beauty Consultants can add *Mary Kay*[®] eStart Plus or *Mary Kay*[®] Pro Start or BOTH during their Agreement submission during the introductory offer during or within their first 15 days after they submit their Agreements.

8. Can a new Independent Beauty Consultant purchase the *Mary Kay*[®] eStart Plus and/or the *Mary Kay*[®] Pro Start options after her first 15 days of submitting her Agreement?

No. New Independent Beauty Consultants can only add on *Mary Kay*[®] eStart Plus and /or *Mary Kay*[®] Pro Start within their first 15 days after they submit their Agreements. After 15 days, the products, product samples and selling tools can be purchased from Sections 1 and 2 online.

9. Is the *Mary Kay*[®] Pro Start Tote, included in the \$75 *Mary Kay*[®] Pro Start option (normally \$90), available with the Startup Options Introductory Offers?

Yes.

10. If new or returning Independent Beauty Consultants submit their Independent Beauty Consultant Agreements prior to Sept. 1, 2023, can they purchase the startup options at the special price?

No. New Startup Options Introductory Offers are available from Sept. 1 through Sept. 30, 2023, and only during the online Agreement process. There are no exceptions. This is a limited-time offer, and the promotion is subject to change with advance notice.

11. What if a new Independent Beauty Consultant submitted her Independent Beauty Consultant Agreement prior to the new startup options launch?

A new Independent Beauty Consultant that submitted her Independent Beauty Consultant Agreement in July or August with a Starter Kit for \$130 or \$175 Starter Kit + Sample Pack will qualify for the *Mary Kay*[®] Retrofit Kit for \$30.

12. What does the *Mary Kay*[®] Retrofit Kit for \$30 include?

The *Mary Kay*[®] Retrofit Kit includes:

- *TimeWise*[®] 4-in-1 Cleanser in Normal/Dry
- *TimeWise*[®] 4-in-1 Cleanser in Combination/Oily
- *TimeWise*[®] Antioxidant Moisturizer in Normal/Dry
- *TimeWise*[®] Antioxidant Moisturizer in Combination/Oily
- *TimeWise*[®] Daytime Defender Sunscreen Broad Spectrum SPF 30*
- *TimeWise*[®] Nighttime Recovery
- *TimeWise*[®] Eye Cream
- *Clear Proof*[®] Deep-Cleansing Charcoal Mask
- *TimeWise*[®] Microdermabrasion Plus Set (includes Microdermabrasion Refine and Pore Minimizer)
- Flip Chart Binder With Pages
- Sales Tickets, pk./50
- New! Beauty Profile Cards, pk./30

Limit one *Mary Kay*[®] Retrofit Kit, \$30, per eligible Independent Beauty Consultant.

13. What does “subject to change with advance notice” mean?

If for any reason there is an out-of-stock situation on any of the *Mary Kay*[®] start up components, the Company reserves the right to change or update products, packaging, or programs. Please visit *Mary Kay InTouch*[®] for the most up-to-date information.

14. If new or returning Independent Beauty Consultant Agreements are received and accepted by the Company after Sept. 30, 2023, can they purchase the new startup options at the special price?

No. New Startup Options Introductory Offers are available only from Sept. 1 through Sept. 30, 2023. There are no exceptions. This is a limited-time offer, and the promotion is subject to change with advance notice.

15. When a new or returning Independent Beauty Consultant submits an Agreement with *Mary Kay*[®] eStart for \$25 (normally \$35), what is the cost for the shipping and handling?

There will not be a shipping and handling cost for *Mary Kay*[®] eStart. Only applicable tax will be added to the total. The same will apply to Alaska, Guam, Hawaii, Puerto Rico, Dominican Republic, and U.S. Virgin Islands.

16. When a new or returning Independent Beauty Consultant submits an Agreement with *Mary Kay*[®] eStart and adds *Mary Kay*[®] eStart Plus for an additional \$35 (normally \$45), what is the cost for the shipping and handling?

The shipping and handling cost for *Mary Kay*[®] eStart and *Mary Kay*[®] eStart Plus will be \$8.95. The total will be \$60 plus applicable tax and \$8.95 in shipping and handling.

The shipping cost will increase to \$44.95 for Alaska, Guam, Hawaii, Puerto Rico, Dominican Republic, and U.S. Virgin Islands. The total will be \$60 plus applicable tax and \$44.95 in shipping and handling.

17. When a new or returning Independent Beauty Consultant submits an Agreement with the *Mary Kay*[®] eStart and adds the *Mary Kay*[®] Pro Start for an additional \$75 (normally \$90), what is the cost for the shipping and handling?

The shipping and handling cost for *Mary Kay*[®] eStart and *Mary Kay*[®] Pro Start will be \$14.95. The total will be \$100 plus applicable tax and \$14.95 in shipping and handling.

The shipping cost will increase to \$44.95 for Alaska, Guam, Hawaii, Puerto Rico, Dominican Republic and U.S. Virgin Islands. The total will be \$100 plus applicable tax and \$44.95 in shipping and handling.

- 18. When a new or returning Independent Beauty Consultant submits an Agreement with the *Mary Kay*[®] eStart and adds the *Mary Kay*[®] eStart Plus option and the *Mary Kay*[®] Pro Start option, what is the cost for the shipping and handling?**

The shipping and handling cost for *Mary Kay*[®] eStart + *Mary Kay*[®] eStart Plus + *Mary Kay*[®] Pro Start will be \$14.95. The total will be \$135 plus applicable tax and \$14.95 in shipping and handling.

The shipping cost will increase to \$44.95 for Alaska, Guam, Hawaii, Puerto Rico, Dominican Republic and U.S. Virgin Islands. The total will be \$135 plus applicable tax and \$44.95 in shipping and handling.

- 19. If new or returning Independent Beauty Consultants chose the *Mary Kay*[®] eStart for \$30 prior to Sept. 1, 2023, can they add *Mary Kay*[®] eStart Plus for \$35 and/or *Mary Kay*[®] Pro Start for \$75 after their Agreements have been received and accepted by Company?**

No. New Startup Options Introductory Offers are available only from Sept. 1 through Sept. 30, 2023. There are no exceptions. This is a limited-time offer, and the promotion is subject to change with advance notice.

- 20. Can Independent National Sales Directors or Independent Sales Directors purchase any *Mary Kay*[®] Startup Options?**

In order to ensure we have sufficient inventory for the new Independent Beauty Consultants, the startup options will not be available to order. Please check the new digital resources available on *Mary Kay InTouch*[®] and order on Section 2.

- 21. Do the New Startup Options Introductory Offers, including *Mary Kay*[®] eStart, *Mary Kay*[®] eStart Plus and *Mary Kay*[®] Pro Start, qualify for the 90% repurchase policy?**

Yes. If the Independent Beauty Consultant Agreement is terminated within one year of purchase, then *Mary Kay*[®] eStart, *Mary Kay*[®] eStart Plus and *Mary Kay*[®] Pro Start qualify for the 90% repurchase of original and unused products. To request the 90% repurchase form, contact Customer Success. The form will be emailed, along 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*[®] eStart, *Mary Kay*[®] eStart Plus or *Mary Kay*[®] Pro Start must be received by Customer Success before the return is processed. Returns are processed within six to eight weeks, and payments are issued through the preferred payment of method on the account.

- 22. Do the New Startup Options Introductory Offers, including *Mary Kay*[®] eStart, *Mary Kay*[®] eStart Plus and the *Mary Kay*[®] Pro Start, qualify for the 100% refund?**

Yes. Upon cancellation of the Independent Beauty Consultant Agreement within 30 days after the acceptance of the Agreement by the Company and upon return of the Beauty Consultant's original and unused *Mary Kay*[®] eStart, *Mary Kay*[®] eStart Plus and *Mary Kay*[®] Pro Start, a 100% refund may be issued. To cancel the Agreement within 30 days after acceptance, contact Customer Success who will initiate the 100% refund.

23. Are there any special *MKeCard*[®] created for this promotion?

Yes. There is a *MKeCard*[®] you can share with your team members and your customers via *Mary Kay InTouch*[®].

24. Will the new *Mary Kay*[®] eStart Welcome Packet be taxed?

As in the past with the \$30 eStart, if your state requires sales tax to be charged on a *Mary Kay*[®] Personal Web Site, then you will be charged sales tax on the new *Mary Kay*[®] eStart. The Welcome Packet will be free for you and there will not be a shipping charge.

25. Will *Mary Kay*[®] Pro Start include the retail *Satin Hands*[®] Pampering Set White Tea and Citrus?

No. However, the *Clear Proof*[®] Deep-Cleansing Charcoal Mask (\$25 retail value) and *TimeWise*[®] Microdermabrasion Plus Set – including Microdermabrasion Refine and Pore Minimizer – (\$58 retail value) is included to have a higher potential profit margin. A new Independent Beauty Consultant can qualify to earn an Ultimate Open for Business Bundle in the *Great Start*[™] Program that includes the retail size *Satin Hands*[®] Pampering Set White Tea and Citrus. Go to *Mary Kay InTouch*[®] for more information.

*Over-the-counter drug product