

***TimeWise*[®] Matte 3D and Luminous 3D Foundations**

Frequently Asked Questions

1. Why did you change *TimeWise*[®] foundations?

Our exclusive *IntelliMatch*[™] Technology provides the right shade for significantly more women without expanding the number of shades. For your loyal customers, we ensured that the coverage, feel and finish that they love is maintained with the new formula, but now more women than ever can find their perfect shades.

Plus, women expect more benefits and crossover between color and skin care, so we amped up the age-defying benefits to include our patent-pending *Age Minimize 3D*[®] Complex. This is the same complex in the *TimeWise Miracle Set 3D*[®] and complements the last step to her morning skin care routine.

2. What is *IntelliMatch*[™] Technology?

Our exclusive *IntelliMatch*[™] Technology allowed us to capture thousands of data points of women's skin tones. These data points include the foreheads, cheeks and décolletages of women from around the world. We used this data to map the tones across the spectrum from fairest to deepest, warmest to coolest, and everywhere in between.

Once we could see all of the real skin tones, we then mapped our *TimeWise*[®] *Matte-Wear*[®] Liquid Foundation shades to see how well they covered the tones we captured. We then optimized our offerings – we kept the shades that matched many tones and created new shades to cover the gaps of the true skin tones we captured. This allows us to have more shades that are accurate for more women without expanding the total number of shades.

3. How is the new *TimeWise*[®] Matte 3D Foundation different from *TimeWise*[®] *Matte-Wear*[®] Liquid Foundations?

With *TimeWise*[®] Matte 3D Foundation, you still get a beautiful matte finish with buildable medium to full coverage, but now you get so much more.

- ***IntelliMatch*[™] Technology:** While we kept several popular shades, we invested in our exclusive *IntelliMatch*[™] Technology to help ensure an authentically true match to more skin tones. This allowed for significant optimization of the number of women who can find their perfect shades.
- ***Age Minimize 3D*[®] Complex:** We also included our patent-pending *Age Minimize 3D*[®] Complex to complement the age-defying benefits of the *TimeWise Miracle Set 3D*[®].
- **Packaging:** We added a clear band on the tube to showcase the beautiful array of shades.
- **Undertone:** We included the undertone, indicated by C for cool, N for neutral or W for warm in the shade name to help make shade selection easier.

4. **How is the new *TimeWise*® Luminous 3D Foundation different from *TimeWise*® *Luminous-Wear*® Liquid Foundation?**

With *TimeWise*® Luminous 3D Foundation, you still get a beautiful luminous finish with buildable medium to full coverage, but now you get so much more.

- ***IntelliMatch*™ Technology:** While we kept several popular shades, we invested in our exclusive *IntelliMatch*™ Technology to help ensure an authentically true match to more skin tones. This allowed for significant optimization of the number of women who can find their perfect shades.
- ***Age Minimize 3D*® Complex:** We also included our patent-pending *Age Minimize 3D*® Complex to complement the age-defying benefits of *TimeWise Miracle Set 3D*®.
- **Packaging:** We added a clear band on the tube to showcase the beautiful array of shades.
- **Undertone:** We included the undertone, indicated by C for cool, N for neutral or W for warm in the shade name to help make shade selection easier.

5. **What is the suggested retail price for *TimeWise*® Matte 3D and Luminous 3D Foundations?**

Both *TimeWise*® Matte 3D and Luminous 3D Foundations are offered for \$25 each (suggested retail). We never compromise when it comes to the quality and safety of our products, and we want to select the best ingredients possible. Our new *TimeWise 3D*™ foundation formula is infused with our latest skin care technology, the patent-pending *Age Minimize 3D*® Complex, to complement the benefits of *TimeWise Miracle Set 3D*®.

6. **Can *TimeWise*® Matte 3D and Luminous 3D Foundations be used with any *Mary Kay*® skin care regimen?**

Yes. Any woman looking for buildable medium to full coverage, 12 hours of wear, a perfect match to her skin tone plus age-defying benefits will love *TimeWise*® Matte 3D or Luminous 3D Foundations.

7. **Why did the shade names change?**

We kept the familiar general skin tone references – ivory, beige or bronze – and a numbering system to indicate depth of shade within the skin tone (lightest to darkest from low number to high). Then to help with easier shade selection, we added an undertone reference: C=Cool, N=Neutral or W=Warm.

8. **How do I apply *TimeWise*® Matte 3D and Luminous 3D Foundations?**

You can apply *TimeWise*® Matte 3D and Luminous 3D Foundations with your fingertips or with your favorite *Mary Kay*® makeup tool. The *Mary Kay*® Blending Sponge is designed to be dampened prior to use, allowing for a more sheer application. The *Mary Kay*® Liquid Foundation Brush allows you to achieve the true medium coverage of the foundation and to build coverage. And the *Mary Kay*® Blending Brush helps evenly apply the foundation for an effortless, full-coverage finish.

- 9. How do I shade match my current and new customers with the new *TimeWise*[®] Matte 3D and Luminous 3D Foundations?**
The Foundation Finder Tool is available to all Independent Beauty Consultants for \$5 on Section 2 of the Consultant order form (COF) and is now included in Starter Kits. Conversion charts are posted on *Mary Kay InTouch*[®] > Products > Product Central > *TimeWise 3D*[™] Foundations > Tools.
- 10. Do *TimeWise*[®] Matte 3D and Luminous 3D Foundations contain added fragrance?**
No. Neither formula contains added fragrance.
- 11. Do the new *TimeWise*[®] Matte 3D and Luminous 3D Foundations have the same scent as the *TimeWise Miracle Set 3D*[®]?**
No. The new *TimeWise 3D*[™] foundations do not have the same scent as the *TimeWise Miracle Set 3D*[®] since their base ingredients are different.
- 12. Do the new *TimeWise*[®] Matte 3D and Luminous 3D Foundations contain SPF?**
No. We recommend using the *Mary Kay*[®] Foundation Primer Sunscreen Broad Spectrum SPF 15.*
- 13. Is the fill weight of the new *TimeWise*[®] Matte 3D and Luminous 3D Foundations the same as *TimeWise*[®] Matte-Wear[®] and *TimeWise*[®] Luminous-Wear[®] Liquid Foundations?**
Yes. The 1-ounce fill weight has remained the same.
- 14. Will the new *TimeWise*[®] Matte 3D and Luminous 3D Foundations be included in the Starter Kits?**
No. *Mary Kay*[®] CC Cream Sunscreen Broad Spectrum SPF 15* will remain in the Starter Kit, but we have added the new Foundation Finder Tool.
- 15. What is the cost of the Foundation Finder Tool?**
The updated regular-line Foundation Finder Tool is offered on Section 2 of the COF for \$5. The tool has all foundation forms represented on it and is included in Starter Kits.
- 16. Do I need to purchase a new Foundation Finder Tool to include the luminous shades?**
No. If you have already purchased or received a Foundation Finder Tool that has the new *TimeWise 3D*[™] foundations, it is not obsolete. The tool we launched in May has all shades that are offered in the luminous finish; however, the bronze luminous shades are incorrectly marked with an “M” (implying they are matte only). Starter Kits will have the corrected Foundation Finder Tool beginning in October.
- 17. Will the new *TimeWise*[®] Matte 3D and Luminous 3D Foundations be included in the *Great Start* product bonus bundles?**
The *Great Start* product bonus bundles already feature the new *TimeWise*[®] Matte 3D Foundation options. *TimeWise*[®] Luminous 3D Foundation product bonus bundles are shown in the new *Great Start* brochures that launched July 1 and will be available to order July 26, 2019.

18. Are Section 2 samples available for the new *TimeWise*[®] Matte 3D and Luminous 3D Foundations?

Yes. Section 2 samples are available for every shade.

19. What is the use-up rate?

The use-up rate will be similar to what you see with *TimeWise*[®] *Matte-Wear*[®] and *TimeWise*[®] *Luminous-Wear*[®] Liquid Foundations: about five weeks with daily use. However, the use-up rate depends on application, coverage and frequency of use.

20. Why did we move to a three-digit shade name numbering system?

By incorporating a three-digit numbering system, we have allowed ourselves room to grow. Over time, new shade needs may arise, and we will be able to fit them into the lineup and maintain our sequential shade depth due to the three-digit indicators. The three-digit numbering system is the new industry standard, and we worked with Mary Kay Global Beauty Ambassador Luis Casco throughout the development of our numbering system.

21. What foundations are phasing out at the time of the new launch?

All *TimeWise*[®] *Matte-Wear*[®] Liquid Foundation, *TimeWise*[®] *Luminous-Wear*[®] Liquid Foundation and *Mary Kay*[®] Medium-Coverage Foundation phased out in May. The new formulas have a buildable medium-to-full coverage and 12-hour oil control or 12-hour moisturization to meet the needs of both *TimeWise*[®] *Matte-Wear*[®] and *Luminous-Wear*[®] Liquid Foundations and *Mary Kay*[®] Medium-Coverage Foundation users.

22. Is the consistency of the new *TimeWise*[®] Matte 3D and Luminous 3D Foundations comparable to *TimeWise*[®] *Matte-Wear*[®] and *Luminous-Wear*[®] Liquid Foundations?

The consistency of the new *TimeWise*[®] Matte 3D and Luminous 3D Foundations is very comparable to what you and your customers are used to with *TimeWise*[®] Liquid Foundations. You will experience a smooth, easy application with medium-to-full coverage and age-defying benefits from our patent-pending *Age Minimize 3D*[®] Complex.

23. How many shades are being offered in the new *TimeWise*[®] Matte 3D Foundations?

We launched 28 SKUs in a variety of shades.

24. How many shades are being offered in the new *TimeWise*[®] Luminous 3D Foundations?

We are launching 23 SKUs in a variety of shades.

25. How do I find the right shade conversion for my *Mary Kay*[®] Medium-Coverage Foundation users?

We recommend shade matching those individuals the same way you would a new customer. Start with the Foundation Finder Tool to determine which shade most closely matches their skin tone and then stripe test with that shade, plus one shade lighter and one shade darker.

26. Is there a conversion chart that includes all *Mary Kay*[®] foundations?

Yes. The Flawless Face Shade Conversion Chart is available on *Mary Kay InTouch*[®] > Products > Product Central > *TimeWise 3D*[™] Foundations > Tools.

*Over-the-counter drug product