

June Skin Care Product Promotion

Frequently Asked Questions

1. What are the dates of the June Skin Care Product Promotion?

The promotion begins June 1, 2024, at 8 a.m. CT and ends June 30, 2024, at 11:59 p.m. CT while supplies last.

2. Do I have to be active[†] to participate in the promotion?

Yes. You must either be an active[†] Independent Beauty Consultant or place an activating \$225 or more wholesale Section 1 product order to participate and receive the discounts/free* product associated with this promotion.

3. Will the fixed wholesale amount of the discounted skin care bundles/sets/products I've added to my order count toward the minimum \$225 wholesale Section 1 product order, or do I have to place an activating \$225 wholesale Section 1 product order before I can buy the qualifying skin care bundles/sets/products included in the June Skin Care Product Promotion?

As soon as you accumulate \$225 in wholesale Section 1 products in your order, you can check out and receive the June Skin Care Product Promotion discount (make sure the discounted skin care bundles/sets/products are already in your order when you check out). You don't have to place a separate order. We urge you to pay close attention to your wholesale Section 1 total to make sure you reach the minimum \$225 wholesale Section 1 product order since your wholesale total may be less than expected due to the discounts.

4. What are the details and promotional part numbers for the qualifying skin care bundles/sets/products offered in this promotion?

- 10236265: Get 55% off* SRP on the Miracle-Maker Bundle in Normal/Dry. This bundle includes the following products plus a FREE* *Mary Kay*[®] Travel Roll-Up Bag: the *TimeWise*[®] *Miracle Set*[®] Normal/Dry, *TimeWise Replenishing Serum C+E*[®], the *TimeWise*[®] Microdermabrasion Plus Set and *Clear Proof*[®] Deep-Cleansing Charcoal Mask. \$117 fixed wholesale (normally \$148 wholesale/\$296 SRP value). Limit 13 per bundle per Independent Beauty Consultant.
- 10236271: Get 55% off* SRP on the Miracle-Maker Bundle in Combination/Oily. This bundle includes the following products plus a FREE* *Mary Kay*[®] Travel Roll-Up Bag: the *TimeWise*[®] *Miracle Set*[®] Combination/Oily, *TimeWise Replenishing Serum C+E*[®], the *TimeWise*[®] Microdermabrasion Plus Set and *Clear Proof*[®] Deep-Cleansing Charcoal Mask. \$117 fixed wholesale (normally \$148 wholesale/\$296 SRP value). Limit 13 per bundle per Independent Beauty Consultant.
- 10236266: Get 55% off* SRP on the Advanced Beauty Bundle. This bundle includes the following products plus a FREE* *Mary Kay*[®] Travel Roll-Up Bag:

the *TimeWise Repair*[®] *Volu-Firm*[®] Set, *Clear Proof*[®] Deep-Cleansing Charcoal Mask, *TimeWise*[®] Moisture Renewing Gel Mask, *Mary Kay*[®] Hydrogel Eye Patches and *TimeWise Repair*[®] *Revealing Radiance*[®] Facial Peel. \$168.75 fixed wholesale (normally \$205.50 wholesale/\$411 SRP value). Limit 13 per bundle per Independent Beauty Consultant.

- 10236267: Get 55% off* SRP on the *TimeWise*[®] *Miracle Set*[®] Normal/Dry. \$52.20 fixed wholesale (normally \$58 wholesale/\$116 SRP). Limit 13 per Independent Beauty Consultant.
- 10236268: Get 55% off* SRP on the *TimeWise*[®] *Miracle Set*[®] Combination/Oily. \$52.20 fixed wholesale (normally \$58 wholesale/\$116 SRP). Limit 13 per Independent Beauty Consultant.
- 10236269: Get 55% off* SRP on the *TimeWise Repair*[®] *Volu-Firm*[®] Set. \$96.75 fixed wholesale (normally \$107.50 wholesale/\$215 SRP). Limit 13 per Independent Beauty Consultant.
- 10236270: Get 55% off* SRP on *TimeWise*[®] Eye Cream. \$17.10 fixed wholesale (normally \$19 wholesale/\$38 SRP). Limit 13 per Independent Beauty Consultant.

5. I am having trouble doing the math to identify my profit potential with this promotion (on these bundles). Could you provide the breakdown for each bundle?**

ADVANCED BEAUTY BUNDLE:

STEP 1:
 \$411 (SRP on all items in bundle)
 - \$36 (free Travel Roll-Up Bag SRP)
 \$375 SRP

STEP 2:
 \$375 SRP
 X 0.55 discount
 \$206.25

STEP 3:
 \$375
 - \$206.25
 \$168.75 fixed wholesale

STEP 4:
 \$411 (SRP on all items in bundle)
 - \$168.75 (fixed wholesale)
 \$242.25 profit potential** with 55% wholesale discount

MIRACLE-MAKER BUNDLES:

STEP 1:
 \$296 (SRP on all items in bundle)
 - \$36 (free Travel Roll-Up Bag SRP)
 \$260 SRP

STEP 2:
 \$260 SRP
 X 0.55 discount
 \$143

STEP 3:
 \$260
 - \$143
 \$117 fixed wholesale

STEP 4:
 \$296 (SRP on all items in bundle)
 - \$117 (fixed wholesale)
 \$179 profit potential** with 55% wholesale discount

6. What do I have to do to get the *Mary Kay*[®] Travel Roll-Up Bag?

The *Mary Kay*[®] Travel Roll-Up Bag will be automatically added to your cart every time you order a Miracle-Maker Bundle or an Advanced Beauty Bundle.

7. Do I need to order all of the qualifying skin care bundles/sets/products to receive the 55% off* suggested retail price discount?

No. You do NOT have to order all of the skin care bundles/sets/products to receive the promotional discount. Each product promotion is independent of the others. However, all product promotions are being offered at the same time.

8. Is there a limit per person?

Yes. There is a limit of 13 of each qualifying skin care bundle/set/product per Independent Beauty Consultant while supplies last. Remember, every product order should be based on consumer demand.

9. Do I have to order my limit of each qualifying skin care bundle/set/product in one order, or can I space them out into more than one order during the promotion?

You can space out your orders. You can purchase a cumulative total of 13 of each qualifying skin care bundle/set/product during the promotion (including both Online Ordering and Customer Delivery Service). They do not all have to be in the same order.

10. Will the regular-line part numbers remain active during the June Skin Care Product Promotion?

Yes. The regular-line part numbers for the qualifying skin care sets and open stock products will remain active during the June Skin Care Product Promotion. So please be sure to use the discounted part numbers to ensure that you receive the 55% off* suggested retail price discount.

11. I placed my order during the promotion, but I mistakenly chose the regular-line part number, not the discounted part number. Can you please help fix my mistake and give me the discount that I missed?

If you placed your order WHILE the promotion was ongoing and active, then yes, you can contact the Customer Success Team.

12. Will I earn Seminar retail credit for the qualifying skin care bundles/sets/products included in the June Skin Care Product Promotion, and if so, how much?

Yes. You will earn Seminar retail credit on the full suggested retail price of each qualifying skin care bundle/set/product that you purchase during the promotion. You will also earn Seminar retail credit on the full suggested retail price (\$36 SRP) of the FREE* *Mary Kay*[®] Travel Roll-Up Bag you receive with the purchase of qualifying bundles.

13. How is tax charged on the qualifying skin care bundles/sets/products included in the June Skin Care Product Promotion?

Tax will be charged on the full suggested retail price of each qualifying skin care bundle/set/product and on the FREE* *Mary Kay*[®] Travel Roll-Up Bag included in the promotion.

- 14. Where on *Mary Kay InTouch*[®] can I find the June Skin Care Product Promotion?**
The June Skin Care Product Promotion will appear under Ordering > What's New > June Skin Care Product Promotion.
- 15. Are there digital resources and assets to help promote the qualifying skin care bundles/sets/products offered in the June Skin Care Product Promotion?**
Yes. On *Mary Kay InTouch*[®], visit Education > Products for a selection of digital resources you can use, including *MKeCards*[®], fliers and digital asset images you may use in your business social posts or on your fliers.
- 16. I placed an order that included one of the qualifying skin care bundles/sets/products in the June Skin Care Product Promotion, but my order was placed on hold. If I contact the Customer Success Team after the promotion ends and ask them to clear my order, will I get the skin care bundle/set/product at the discounted price?**
No. Due to the limited number of skin care bundles/sets/products that are allocated for the June Skin Care Product Promotion and to be cognizant of other Independent Beauty Consultants, we will not be able to honor any orders that were placed on hold during the promotion and were NOT cleared by 11:59 p.m. CT on June 30, 2024. If you have other products in that same order, those will be resolved and/or cleared, excluding any of the skin care bundles/sets/products at the discounted rate.
- 17. If I put qualifying skin care bundles/sets/products in my order but didn't check out during the promotion, can I still check out and receive the 55% off* suggested retail price discount after the promotion has ended since they were still in my order?**
No. To qualify for the discount, the checkout process must occur DURING the June Skin Care Product Promotion. As soon as the promotion ends, even though you may have a qualifying skin care bundle/set/product in your order, you will receive a message that the promotional item is "Out of Stock" once you complete your transaction. No exceptions will be made. You can purchase the skin care bundle/set/product at the regular retail/wholesale price.
- 18. If my order did not get processed because it was placed on hold and I was able to clear my order AFTER the promotion ended, will I be able to supplement it with other products later?**
Yes. If you either self-cleared or the Customer Success Team helped clear the order for you AFTER the promotion ended, and if you want to add more products to your order, you can do that. Of course, the discounted skin care bundles/sets/products included in the June Skin Care Product Promotion will have been removed from your order at this point. But you can add any other products at the regular retail/wholesale price to your order and check out.
- 19. Can the discounted qualifying skin care bundles/sets/products included in the June Skin Care Product Promotion be purchased through marykay.com, Guest Checkout and EZ Ship?**
No. Since the promotion is only for Independent Beauty Consultants, the discounted

qualifying skin care bundles/sets/products will not be available on marykay.com, Guest Checkout or EZ Ship.

20. Can the discounted qualifying skin care bundles/sets/products included in the June Skin Care Product Promotion be purchased through Customer Delivery Service?

Yes. The discounted qualifying skin care bundles/sets/products included in the June Skin Care Product Promotion are available for purchase through Customer Delivery Service through *myCustomers*SM.

Customer Delivery Service Instructions: When ordering the bundles, the *Mary Kay*[®] Travel Roll-Up Bag at \$36 SRP is automatically included in your full suggested retail total, but if you decide to pass along the savings (FREE* *Mary Kay*[®] Travel Roll-Up Bag) to your customer, you will need to adjust the amount you charge your customer.

21. I am ordering my June Skin Care Product Promotion skin care bundles/sets/products through Customer Delivery Service through *myCustomers*SM and received an error message that the promotional part numbers are “Out of Stock.” Can you please help me?

First, please make sure you are placing your June Skin Care Product Promotion order between the promotion start and end dates. And please remember that quantities are limited and are available only while supplies last, so you’ll want to order early. Second, the limit count is cumulative, so it includes both Customer Delivery Service and Online Ordering orders. If you are receiving an “Out of Stock” message on Customer Delivery Service, please make sure you haven’t already ordered your limit of each qualifying skin care bundle/set/product.

22. Are you sure you cannot do anything else to help me with my on-hold order? Maybe you could send me some free products at no charge since I missed out on this June Skin Care Product Promotion?

I apologize for the inconvenience. The promotion was exclusively for June (or while supplies last), and we need to abide by the rules. We cannot make any exceptions on sending free products.

†An Independent Beauty Consultant is considered active with personal retail sales of \$225 in wholesale Section 1 products and will remain active for two months following any month with this amount in sales.

*This offer applies only to the June Skin Care Product Promotion. Offer begins June 1, 2024, at 8 a.m. CT and ends June 30, 2024, at 11:59 p.m. CT. Limit of 13 applies to each qualifying skin care bundle/set/product per Independent Beauty Consultant at the fixed wholesale price while supplies last. Tax will be charged on the full suggested retail price of each product in this offer. On-hold orders containing any of the 55% off suggested retail price June Skin Care Product Promotion qualifying skin care bundles/sets/products must be resolved by 11:59 p.m. CT, June 30, 2024. If not cleared as noted, the June Skin Care Product Promotion products will be removed from your cart. No exceptions will be made after the deadline. Available through Online Ordering and Customer Delivery Service through *myCustomers*SM and does not include orders placed through marykay.com, Guest Checkout or EZ Ship.

**The gross profit calculation is based on products being sold at the suggested retail prices; however, all Independent Beauty Consultants are independent contractors and can choose to sell these products at any price they desire.