

Product Replacement FAQ

How may I get additional forms?

- You may order Product Replacement forms on Section 2 of the Consultant order form. (Refer to the Consultant order form under Business Supplies for part numbers and pricing.)

Why do I have to pay for these Product Replacement forms?

- Special printing is required for these forms so that they may be quickly scanned and processed. Of course, there is no charge to submit your Product Replacement Request online..

I have Section 2 items that I would like to return. Can I do that through this program?

- No, Section 2 items may not be returned through the Product Replacement Program. This program is available to you only after you have honored the Mary Kay satisfaction guarantee by either exchanging product or refunding money. If you receive Section 2 items in your inventory order from the Company that were damaged in shipping, or if you receive the wrong item, you will want to report that through your Branch Customer Service department at 1-800-272-9333.

What is the Day Code, and where can it be found?

- The Day Code is an alpha-numeric code that gives specific information about the manufacture of the product. This code is located on the bottom of a container; the barrel of a pencil or the crimp of a tube. (For more information about the Day Code, please refer to Career Essentials Product Booklet.)

When do you want me to mail the product back?

- With the Product Replacement Program, we ask that you keep the returned items for a minimum of 30 days from the date you submit the Product Replacement request to the Company. On occasion, we may ask you to return certain products for quality assurance inspections. If you do not hear from us during the 30-day holding period, you may properly dispose of the items.

What is the proper disposal of my returned products?

- You should properly dispose of the items in accordance with applicable laws and regulations. You may contact your city, county, and state offices for regulations in your area.

Do I still need a customer signature on the sales ticket?

- Absolutely. The sales ticket is a vital part of your business - it is your record of the sale. Notice the sales ticket states the required FTC "cooling off" language and the important Mary Kay Satisfaction Guarantee. We recommend that you continue to have your customers sign this record and maintain it in your files.

I may not request a product replacement right away so what if you call my customer and she doesn't remember the problem or that I replaced her product?

- The Product Replacement Program asks for the customer's name and phone number so that the Company may follow up on her concerns to better meet her needs in the future. As mentioned in the instructions, you will submit the Product Replacement request within 30 days of a customer's product return to you. By limiting this to a 30-day period, this should enable your customer to recall the reason for her return.

Do I have to order similar replacement product?

- No, you may select the products of your choice; however, the Combined Total Suggested Retail of Returned Items must equal the Combined Total Suggested Retail of Replacement Products.

May I send in old products to be replaced?

- As you know, the Mary Kay Satisfaction Guarantee is not limited by time. However, you should ensure that you place your PRP order within 30 days of a customer's product return to you.

Can I accept product from a customer that was sold by another Consultant and return it for replacement?

- In the event a customer contacts you and requests an exchange or refund for a product she purchased from another Consultant, you have two options: (1) Advise the customer to contact the Customer Satisfaction Department at 1-800-MARYKAY. A representative of the Customer Satisfaction Department will advise the customer how to obtain an exchange or refund. (2) Accept the product and use this program to secure replacement product as reimbursement for the exchange.

I like to accumulate returned products so I can place one large order for different items. May I place multiple customers on one form?

- The online Product Replacement request has been designed to allow for multiple customer returns per order. This enables the Company to follow-up with your customer to better understand and meet her needs in the future.

What if the total of the products that I select comes to more than my returns? May I adjust the difference?

- No, the Product Replacement Program department does not handle money. The Combined Total Suggested Retail of Returned Items must equal the Combined Total Suggested Retail of Replacement Products. If the retail value of the replacement products exceeds the retail value of the returned items by more than \$1.00, you will be unable to submit your online PRP order.

I returned Section 1 items and requested Section 2 items in exchange. Why did they send me Section 1 items and not the Section 2 items that I requested?

- The purpose of the Product Replacement Program is to replace products after you have honored the

Mary Kay satisfaction guarantee by either exchanging product or refunding money. Since Section 2 items are not for sale, they do not fall under this program.

I have been instructed to return my product for a quality assurance inspection. May I empty my products before I mail them back to save on postage?

- No, the packaging and contents of the product are required to perform a complete quality inspection.

I have received a damaged (or defective) product in my inventory order. Can I return it through the Product Replacement Program?

- No, damaged and defective products should be reported through your Branch Customer Service Department at 1-800-272-9333. The purpose of the Product Replacement Program is to replace products only after you have honored the Mary Kay Satisfaction Guarantee by either exchanging product or refunding money.

Can I receive a refund in place of products?

- No, you may receive dollar-for-dollar suggested retail value replacement product only.

I sent in my product replacement request form during a specific promotional postmark period. Why were the specials (discounts, free bonus, etc.) not honored?

- Product replacement orders are complimentary replacements based on a dollar-for-dollar suggested retail value. These replacement orders do not represent a wholesale purchase. Therefore, they do not qualify for any specials during promotion periods.