



PRODUCT RETURNS

Mary Kay has a 100% Satisfaction Guarantee!

The company stands behind the products so we can feel confident about using and sharing our products with others! The company gives us replacement product when a customer wants to return product! NOTE: I usually try to offer an exchange versus money return, so I call it a 100% satisfaction guarantee versus stating a money back guarantee. Mary Kay only does an exchange, so if you have to return money, then you basically get to pick something else of equal value for yourself or for inventory!

How to get replacement product when a customer wants to return product.

Log in at www.marykayintouch.com, and under the first tab, ORDERING, go to Product Replacement. Put in your customer's information, and follow the directions to click "add" and "next" etc. You can do more than one customer at a time, and more than one product at a time. Whatever the total amount is to replace, you can choose that amount in products!

For example: You do not have to replace product for like product, only like "value." So a \$15 mascara could be exchanged for a \$15 eye makeup remover, or a \$15 mascara from one person, a \$20 gel mask from another, and \$20 cleanser from another could be exchanged for a microdermabrasion set or a wrinkle filler and an acne treatment gel. Just has to equal is all!

RETURNS SHOULD BE MADE WITHIN TWO WEEKS OF RECEIVING. It's easy once you know the day code and the part numbers!

THE DAY CODE is a company generated code that contains the lot number and when it was manufactured. You will find this ON THE PRODUCT - usually on the bottom of a bottle or on the crimp of a tube. You might need to tip it into the light or use a magnifying glass to see the Day Code in the crimp. Usually has letters and numbers.

THE PART NUMBER is the number used to order that particular product. You will need a part number for the new product you choose for replacement as well. Part numbers are found in the Order Forms we get in our Applause Magazine, or online in the "Create a New Cosmetic Order" ordering section. You can go to that area as if to place an order, just to get the part number. To copy and paste...highlight the area to copy (hit the control button and the C button at the same time) and then put the cursor where you want to paste and hit the control button and the V button at the same time!

NOTE: if you are uncertain as to a part number on a discontinued product, there is a search key on the site. After you have put your customer information in and the products you are returning and why, you will get to choose the products you want in replacement.

Again, you will need those part numbers as well. You then choose products and complete the "order." Yes, it is that easy! =)