

Thanks Director Trudi Patmore Woods, for passing this along

PLEASE READ ALL!!!!

I just got off the phone with the **Product Replacement dept.** I had a product replacement order on hold and I learned some interesting news I wanted to share.

The reason my order was on hold was that one of the products (eye shadow --- dark purple "Iris") had a day code of 1996 !! Holy smokes that's 10 years old. It was being returned by one of my really, really good customers that has been with me a long time. I figured I would return it and see if the Company would take it. She brought it to my open house to exchange because she just can not make the color work for her and has been meaning to get it back to me (for a few years!) etc. So I exchanged it thinking, well it's just an eye shadow! The price on eye shadow of that age was \$4.50 !! (hint: keep a copy of EVERY Look Book and EVERY order form just for these purposes! or you can call the company -- they can tell you how much the product is -- 1-800-272-9333)

So the Company called to make sure that my customer was exchanging something she had bought from ME.

The deal is that as you know, and I am sure your customers have made you aware, that you can get TONS of MK on EBay and of course at your local garage sale, flea market, etc.

TELL YOUR CUSTOMERS! If they buy something on E-bay, at a garage sale, flea market, etc. THE PRODUCT IS NOT GUARANTEED by anyone--you nor the MK Company!!! Reason being: they did not buy it under the terms of the Company's regular business which is right in the terms on the back of a consultant agreement (meaning it did not come from a party, facial, a re-order, etc. from a consultant that is doing business in the right way). Once a consultant/or person who is not a consultant sells "out of bounds" the guarantee is void because the person selling the product went outside Company guidelines!!!(AMEN!!!)

The Company does not want you to exchange ANY product that your customer did not buy from YOU !!!!! Refer her back to the Company by giving them the customer service number 1-800-627-9529 (1-800-MARYKAY) [look on the back of a sales ticket -- customer copy]

If she got it from another consultant refer her back to that consultant. IF the consultant is no longer in business refer her to the Company. (1-800-MARYKAY)

If she got it on EBay-----NEVER exchange it and refer her back to the Company (1-800-MARYKAY)

If she got it on a garage sale-----NEVER exchange it and refer her back to the Company (1-800-MARYKAY)

If she got it at a "going out of business sale"----refer her back to the Company. (1-800-MARYKAY)

If you are like me and wondering WHY would these consultants sell product on E-bay and not make even their cost back here is the answer:

The nice gal I talked to at the exchange dept. said that mostly this E-bay thing is STOLEN PRODUCT!!! Yes, thieves steal UPS boxes off porches, from garages, etc., some WAIT for the UPS truck to stop at Suzy Q's house knowing that she is gone at work, because they have cased her home out and they KNOW that MK boxes have lots of \$\$\$ in them and what the boxes look like from a distance --- and of course this makes another good reason to warn your customers to NOT BUY off EBay since buying stolen items is illegal !!

Some of the items on EBay are from terminated consultants selling their products to get out of business, but then how do you know that since she is not staying in business that she has kept her product from getting too hot or cold ?? I have even seen product that has dog hair in the bag (satin hands) or smells like cigarette smoke so bad you could gag (smell gets in the boxes the product is in and just reeks!!) who wants that??

I am so glad I found all of this out so now when a person wants to exchange something and you KNOW you did not sell it to her you can refer back to this! Tell her you would love to but you can not exchange anything that you did not buy from me. Here is the Company number1-800-627-9529 (1-800-MARYKAY)