

Procedure for Product Replacements

1. Customer must return product to you
2. You will need the **DAY CODE** off the product, and the **PART NUMBER** of the product.
 - a. **DAY CODE**: will be located on the product (usually on the bottom of product or on the scrimped part of the tubes) This is a four digit code (example: F1V3)
 - b. **PART NUMBER**: you can find this on www.marykayintouch.com under product central. OR if you keep a current paper order form (you always get one in your applause magazine when they send you the new book for the new quarter AND you can also get a free one every time you order for free) all of the part numbers are listed next to the product. I find this to be the easiest way.
3. Once you have this information you can then start the product replacement. Go to www.marykayintouch.com. Click on Ordering>Product Replacement and click **"I Accept"**
 - a. Next check the shipping address, if you have already replaced the product for your customer out of your inventory you will leave it shipping to you. IF you wish to ship the replacement directly to your customer you must change the shipping address to your customers address by clicking **"EDIT"**.
 - b. Next you must enter your customers information (even if you already entered this because you are shipping to them **THIS STILL MUST BE ENTERED**) and click **"ADD"**, then **"NEXT"**
 - c. Next you enter the product description (example: "Timewise moisturizer normal/dry" or "crème lipstick hibiscus), the Unit Price (the retail value of the product), the Part Number, Quantity, Day Code, Date Returned.
 - d. It also asks for a Reason. **YOU MUST SELECT FROM THE MENU** (example, you select color/shade if the customer had the wrong shade of foundation), from there you will have to select more descriptive reasons until it allows you to continue. Once done, click **"ADD"**
 - e. Once you are done entering the products (if returning multiple products you will have to do this process for each product) click **"NEXT"** and then you will do a similar process for the products you want instead (you will need the **Part Number** and **Day Code** for these products as well)
 - f. **THE RETAIL VALUE OF THE PRODUCT YOU ARE RETURNING MUST BE WITHIN \$1 (EITHER HIGHER OR LOWER) OF THE PRODUCT YOU ARE GETTING IN RETURN**
4. Take the order all the way through the checkout (will say thank you for submitting your order)

WARNINGS:

***If you are doing a LARGE valued product replacement, it will most likely be FLAGGED (meaning they may email or call you for some more information)

If you are doing a product replacement being sent to back to you, just again be careful with larger orders)If you are doing a replacement on an entire **MIRACLE SET** or entire **REPAIR SET**, there is a **PART NUMBER** and **DAY CODE** for the whole set. DO **NOT** replace each product individually because of retail value of product (example Miracle set value is \$90 but individually is \$100, Repair value is \$199 but individually is \$260)