Did you know that Mary Kay, Inc. will send you a replacement product when your customer returns product?!

How amazing that Mary Kay honors the 100% Customer Satisfaction Guarantee!

After you receive the physical product back from your customer follow these simple steps and Mary Kay will send you a replacement product:

1) Log on to marykayintouch.com and go to Ordering -- Product Replacement

2) Accept the Ordering Guidelines --> Shipping Info --> Next

3) Enter your Customer's Information --> Next
(tip: write this down before you start the Product Replacement; Name, Phone Number & Email Address)
4) Enter the Returned Product Information --> Next
(tip: use the Search by Part Description to find the product info)
You will need the:
a) Day Code (This code is located on the bottom of a container; the barrel of a pencil or the crimp of a tub)
b) Date Returned (must request Product Replacement within 30 days)
c) Reasons for Return

5) Enter the Replacement Product Information --> Next
The replacement product does not have to be the same as the returned product, but it cannot be more than $1 retail difference.
(tip: write down the part number from the returned product search)

6) Checkout --> Submit Order