

How to Do Product Replacement

1. On the Mary Kay Intouch Home page
2. Go to Ordering
3. Then Click Product Replacement
4. Click I ACCEPTS to the guidelines
5. Make sure the shipping information is correct, then click NEXT
6. Enter in the Customer Information, once completed click ADD
7. Once you have all of the customers entered, click NEXT
8. On the bottom half of the page, either enter in the Part Number or the Part Description, such as TimeWise Cleanser, then click GO
9. Once you find the product, then click SELECT
10. Now reference the top half of the page, and make sure everything is correct.
Enter in the Day Code (Which will be at the be at the bottom of a bottle or on the crimp, it should be 4 characters) along with the Qty, Date, Reason and customer, then click ADD.
11. Once you have completed that Click NEXT
12. Now you will be able to enter in the product you want to replace the old one.
13. You will need the Part Number, you can get this from the consultant Order Form.
It will need to be the same product value as the product you are replacing.
14. Once all of the product is added clock NEXT
15. You should now be on the Order Information Page, it will show you the totals.
Click NEXT.
16. Now you should be on the checkout page, if everything is correct click submit.
17. Make sure to keep the product being replaced for 1 year. After 1 year you can throw the product out.