

FREQUENTLY ASKED QUESTIONS

MARY KAY CLINICAL SOLUTIONS™

Note: Confidential. Only Intended for Independent Beauty Consultant Education.

1. WHAT DOES “DERMOCOSMETIC” MEAN?

“Dermocosmetic” is the term used to describe products at the intersection of cosmetic beauty and skin health. Dermocosmetic products are similar to formulas you’d find in a dermatologist’s office or med spa.

RETINOL & RETINOIDS

2. WHAT IS RETINOL?

Retinol is a derivative of vitamin A. Our bodies naturally produce vitamin A from the foods we eat, and it’s considered critical for healthy cell development. Topical application of retinol can help improve skin’s structural integrity by supporting natural production of collagen and elastin, along with improved cell turnover. Many dermatologists consider topical retinol to be the gold-standard ingredient for both preventing and reversing the visible signs of aging. It’s one of the most effective retinoids you can use without a doctor’s prescription.

3. HOW DOES RETINOL WORK?

Retinol supports natural collagen and elastin production, improving the appearance of collagen-depleted skin. Collagen is a protein, also known as “skin’s building block,” that can diminish with age as well as sun exposure. Replenishing this critical protein is critical to achieve younger-looking skin. In addition, retinol stimulates surface skin cell renewal, so skin appears more as it did when you were younger.

4. THE RETINOL IN TIMEWISE REPAIR® VOLU-FIRM® NIGHT TREATMENT WITH RETINOL IS ENCAPSULATED FOR STABILITY. IF THE RETINOL IN RETINOL 0.5 IS NOT ENCAPSULATED, WILL ITS EFFICACY DIMINISH OVER TIME?

Because the retinol in TimeWise Repair® products is encapsulated, it’s protected against degradation from air and light, which helps to preserve its stability and efficacy. In addition, encapsulation provides a delayed release to help minimize potential irritation. The pure retinol in retinol 0.5 is not encapsulated. Therefore, to ensure retinol 0.5 maintains efficacy throughout its shelf life, the serum is manufactured in an oxygen deprived environment and is packaged in an airtight tube.

5. WHICH MARY KAY® PRODUCTS CONTAIN RETINOL?

Mary Kay Clinical Solutions™ Retinol 0.5 contains pure, potent retinol at 0.5% concentration. This is a highly concentrated level (while still being nonprescription).

TimeWise Repair® Volu-Firm® Night Treatment With Retinol and TimeWise Repair® Volu-Fill® Deep Wrinkle Filler contain a delayed-release retinol encapsulated within microspheres and delivered at a lower concentration to help minimize potential irritation.

MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 FORMULA

6. WHAT SHOULD I EXPECT FROM PURE RETINOL AT 0.5% CONCENTRATION?

It is not uncommon for first-time users of high-concentration retinol to experience temporary redness, dryness and flakiness while skin is adjusting. Mary Kay has designed a gentle retinization process to assist with skin's adjustment period. At any time during the retinization process, if discomfort is not tolerable, scale back usage as tolerated by your skin.

7. HOW IS THE RETINOL IN *TIMEWISE REPAIR*® *VOLU-FIRM*® NIGHT TREATMENT WITH RETINOL AND *VOLU-FILL*® DEEP WRINKLE FILLER DIFFERENT FROM *MARY KAY CLINICAL SOLUTIONS*™ RETINOL 0.5?

The retinol in the *TimeWise Repair*® products is at a lower, but still efficacious, level compared to Retinol 0.5. The retinol in *TimeWise Repair*® products is encapsulated to reduce potential skin discomfort and enable consumers to immediately incorporate the product into their daily skin care routine with no special instructions (like a retinization protocol). Because the retinol is delivered through a delayed-release system, the experience is gentler and less likely to cause discomfort.

Mary Kay Clinical Solutions™ Retinol 0.5 contains pure retinol at a high-potency 0.5% level. With Retinol 0.5, your skin will absorb the retinol upon application. Until your skin has adapted to the ingredient using Mary Kay's gentle retinization process, first-time users of this high-concentration retinol may experience temporary redness, dryness or flakiness until their skin has adjusted.

8. CAN I USE *VOLU-FIRM*® NIGHT TREATMENT WITH RETINOL IN COMBINATION WITH RETINOL 0.5?

Every person's skin is different. Some consumers can comfortably use *TimeWise Repair*® Night Treatment With Retinol in conjunction with Retinol 0.5, even during the retinization period. Other consumers may find the combination challenging. The recommendation is to test on a small area before proceeding. If you experience discomfort, reduce frequency of application or discontinue use.

9. WILL DAILY USE OF *TIMEWISE REPAIR*® *VOLU-FIRM*® NIGHT TREATMENT WITH RETINOL, OVER TIME, GIVE ME THE SAME RESULTS AS *MARY KAY CLINICAL SOLUTIONS*™ RETINOL 0.5?

Published research has demonstrated that even low concentrations of retinol are effective for improving multiple signs of aging. Low amounts of retinol when paired with age-fighting peptides like those found in *TimeWise*® *Volu-Firm*® Night Treatment With Retinol can also help defend the skin against environmental damage. Products containing high concentrations of retinol, like *Mary Kay Clinical Solutions*™ Retinol 0.5, will visibly improve signs of aging more quickly than those with lower concentrations, but they also come with potential discomforts.

10. DOES *MARY KAY CLINICAL SOLUTIONS*™ RETINOL 0.5 CONTAIN INGREDIENTS BESIDES PURE RETINOL?

Mary Kay Clinical Solutions™ Retinol 0.5 is formulated with pure retinol at 0.5% concentration plus a blend of botanical ingredients to complement retinol's effectiveness.

11. WHAT DOES MARY KAY MEAN BY "PURE" RETINOL?

The ingredient found in *Mary Kay Clinical Solutions*™ Retinol 0.5 is pure retinol versus an encapsulated retinol or an "ester" form like retinyl palmitate. Pure retinol is usually more effective than retinol derivatives.

12. WHY IS MARY KAY SHARING THE PERCENT CONCENTRATION IN MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5?

Many factors impact how effectively a product performs, and disclosing ingredient percentages may not give you the whole story about a product's effectiveness. In most cases, Mary Kay does not disclose ingredient percentages to enable us to protect our proprietary formulas and help YOU keep your competitive advantage.

As we enter a new realm of dermocosmetic skin care with a product containing high concentration retinol, several factors informed the need to disclose the percentage:

- Retinol at this level can cause skin discomfort in some people, so disclosing the concentration helps ensure every customer is informed and not surprised by the potency.
- It's the industry norm to disclose the percentage of retinol in high-potency formulas to immediately communicate dermocosmetic strength to the consumer.
- Communicating the 0.5% concentration informs consumers about the reasons for Mary Kay's unique retinization protocol. It was developed in association with dermatologists to help ensure that customers of every age, ethnicity and skin type can experience the benefits of pure retinol while minimizing potential skin discomfort.

13. WITH THIS LEVEL OF RETINOL CONCENTRATION, WILL I EXPERIENCE IRRITATION WITH USE?

Possibly. If you're a first-time user of pure retinol at a 0.5% concentration, it can take time for your skin to adapt to daily use. In the beginning, you may experience temporary redness, dryness and flakiness. *Mary Kay Clinical Solutions™ Calm + Restore Facial Milk* is used to dilute Retinol 0.5 when first introducing this potent formula to your nighttime skin care routine. The fluid facial milk can help soothe any initial irritation and may be applied morning and evening before your daily moisturizer. It can also be applied throughout the day by dabbing on top of dry areas (even on top of makeup). If you experience a more extreme reaction to Retinol 0.5 – beyond temporary redness, dryness or flakiness – please discontinue use and consult your dermatologist.

14. HOW CAN I BENEFIT FROM ADDING RETINOL TO MY CURRENT SKIN CARE ROUTINE?

Even if you're currently taking good care of your skin, you may benefit from adding pure retinol as a supplement. Many dermatologists consider retinol to be the gold-standard ingredient for preventing and reversing visible signs of aging because retinol supports skin cell turnover as well as natural collagen production. The introduction of retinol does not eliminate the need for cleansing and moisturizing or for the vitamins, antioxidants and peptides provided by your daily skin care regimen, but nighttime use of this powerful serum can deliver additional support for your skin.

15. I USE THE TIMEWISE® MIRACLE SET 3D® REGIMEN MORNING AND NIGHT. IF I ADD MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5, WILL IT DELAY THE NEED TO TRANSITION TO TIMEWISE REPAIR® SKIN CARE?

Using TimeWise® Miracle Set 3D® helps defend, delay and deliver for younger-looking skin. And it's reasonable to assume adding retinol will deliver even more age-fighting benefits to help keep you looking younger longer. In fact, 100% of Mary Kay Independent Sales Directors improved in overall skin appearance when they added retinol to their regular TimeWise® Miracle Set 3D® or TimeWise Repair® routines.† Determining the right time to switch to TimeWise Repair® products will depend upon individual results and desired benefits.

16. **WHAT HAPPENS IF I STOP USING THE PRODUCT?**

While retinol has been shown to help prevent and reverse the visible signs of aging, you do have to use the product consistently to enjoy the results. If you stop using the product, your skin cell turnover will slow naturally. Visible signs of aging, previously diminished, may reappear.

17. **IS RETINOL 0.5 SUITABLE FOR SENSITIVE SKIN?**

If you have sensitive skin, it's recommended you more slowly introduce retinol into your skin care routine. You may try Mary Kay's gentle retinization process – scaling back frequency as needed to maintain skin comfort. At weeks seven and eight, you may want to choose three applications per week, versus the more aggressive four or five applications per week. At any time during the retinization process, if you experience irritation, scale back frequency of use until skin normalizes. If you suffer from eczema, rosacea or adult acne, consult your dermatologist before use.

18. **SHOULD I SUSPEND USE DURING THE DRY WINTER MONTHS? DURING PEAK SUMMER MONTHS?**

Over time, the more consistent you are with your use of Mary Kay Clinical Solutions™ Retinol 0.5, the better the results you're likely to have. As long as you're applying Mary Kay Clinical Solutions™ Retinol 0.5 in the evening and wearing a broad-spectrum sunscreen during the day, you're taking the proper precautions to avoid sun damage during peak summer months.

The exception to this recommendation may be a vacation during which you'll be outdoors for extended periods of time. Retinol use may contribute to sun sensitivity, so it's recommended to discontinue use of Mary Kay Clinical Solutions™ Retinol 0.5 a week before potential sunburn producing activities (i.e. beach volleyball, snow skiing, etc.). Always wear a broad-spectrum sunscreen with SPF 30 or higher. After your return, be sure skin has normalized and is not suffering from sunburn before reintroducing Mary Kay Clinical Solutions™ Retinol 0.5.

During the dry winter months, it's a good idea to layer a rich moisturizer on top of skin morning and evening, as increased dryness can make skin more susceptible to discomfort or irritation.

19. **I'M IN MY 20S AND NOT YET SEEING VISIBLE SIGNS OF AGING. IS MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 FOR ME?**

Yes. Retinol not only helps reverse visible signs of aging, but it also helps prevent signs of aging you can't even see yet. Retinol can help you regain collagen that your skin loses every year.

Beginning in your early 20s, you produce approximately 1% less collagen in the skin every year. Collagen depletion continues forever unless something is done to combat it. Retinol is that something.

20. **IS MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 SUITABLE FOR ALL SKIN TYPES?**

Mary Kay Clinical Solutions™ Retinol 0.5 is recommended for individuals with dry, normal, combination or oily skin. Mary Kay's gentle retinization process was developed with guidance from dermatologists to help ensure that customers of every age, ethnicity and skin type can experience the benefits of retinol while minimizing the traditional discomfort that can occur. By gradually increasing exposure, your skin has time to adapt to the potency of this formula.

21. CAN MEN USE MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5?

Mary Kay Clinical Solutions™ Retinol 0.5 is recommended for both men and women, age 20 and older.

22. IS MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 SUITABLE FOR PREGNANT OR NURSING WOMEN?

No. Do not use Mary Kay Clinical Solutions™ Retinol 0.5 if you are pregnant, lactating or planning to become pregnant. Keep out of reach of children. Consult your physician if you have any questions regarding retinol use.

23. DOES MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 CONTAIN PARABENS?

No. Mary Kay Clinical Solutions™ Retinol 0.5 does not contain parabens.

24. DOES MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 CONTAIN FRAGRANCE?

No, but some people may detect a slight scent which is inherent to some of the ingredients in the formula.

25. IS MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 GLUTEN-FREE?

No. In general, Mary Kay does not claim any products to be certified gluten-free.

26. WHAT IS THE AVERAGE USE-UP RATE FOR MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5?

Due to the unique nature of Mary Kay's gentle retinization process, followed by each user's customized approach to application frequency, individual use-up rates for the first tube of Mary Kay Clinical Solutions™ Retinol 0.5 will vary. After retinization, if applying a pea-size amount nightly, average use-up rate is 4 to 5 months.

27. WHAT IS THE SHELF LIFE?

The shelf life for Mary Kay Clinical Solutions™ Retinol 0.5 is two years.

RETINIZATION

28. WHAT IS "RETINIZATION?"

Retinization is the adjustment period during which skin becomes acclimated with retinol. During this period, skin may experience temporary redness, dryness and flaking. Once skin is retinized, these discomforts should disappear.

29. DO I NEED TO RETINIZE MY SKIN IF I CURRENTLY USE *VOLU-FIRM*® NIGHT TREATMENT WITH RETINOL?

Yes. If *TimeWise Repair*® products are your only source of retinol, it's recommended you follow Mary Kay's gentle retinization process to help skin adjust to the potency of Retinol 0.5.

30. DO I NEED TO RETINIZE MY SKIN IF I'VE PREVIOUSLY USED A PRODUCT WITH 0.1% RETINOL OR HIGHER?

If you've recently been using a high-concentration retinol product containing 0.1% retinol or higher, your

skin may be retinized. It's recommended you apply *Mary Kay Clinical Solutions™ Retinol 0.5* every other night, then gradually build up to daily use. If you experience irritation, scale back usage as tolerated by your skin. Apply *Calm + Restore Facial Milk* to soothe retinol-treated skin.

31. IF I TAKE A SHORT BREAK FROM MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5, DO I NEED TO REPEAT THE RETINIZATION PROCESS WHEN I RESUME?

The answer is "it depends." If you take a short, seasonal break from retinol use, your skin may still be retinized. You can start by applying *Mary Kay Clinical Solutions™ Retinol 0.5* every other night, then gradually build up to a daily dosage. However, it's recommended that you follow Mary Kay's gentle retinization process to reacclimate your skin to this potent ingredient.

32. HOW IS MARY KAY'S RETINIZATION PROCESS DIFFERENT FROM OTHER BRANDS?

If you're a first-time user of pure retinol, Mary Kay's gentle retinization process is recommended for you. It's an important point of difference from the competition. It was developed in association with dermatologists to help ensure that customers of every age, ethnicity and skin type can experience the benefits of retinol while minimizing the traditional discomfort that may occur. By gradually increasing exposure in two-week increments, your skin has time to adapt to the potency of this formula.

Competitors may recommend a rapid retinization where first-time users scale up quickly, which can result in irritation. First-time users may abandon a product that could, with more gradual adjustment, deliver a positive result. Mary Kay's unique retinization program helps you maximize the results while minimizing potential discomfort.

33. WHY DO I NEED TO DILUTE MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 WITH MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK?

- First-time users of high-concentration retinol sometimes apply too much retinol to skin too soon. Nonretinized skin may react by becoming red and flaking.
- To reap the benefits of high-concentration retinol while minimizing the risk of discomfort, dilute a pea-sized amount of *Mary Kay Clinical Solutions™ Retinol 0.5* with *Mary Kay Clinical Solutions™ Calm + Restore Facial Milk* during the first two applications. This helps prime skin's moisture barrier at the moment of absorption and reduces the risk of irritation. This step is especially important for individuals who have dry or sensitive skin.
- Once skin begins adjusting, gradually increase skin's exposure by applying *Mary Kay Clinical Solutions™ Retinol 0.5*, followed by the *Mary Kay Clinical Solutions™ Calm + Restore Facial Milk*. (Follow with your normal moisturizer.) You'll receive the full benefits of the ingredient application while simultaneously helping to calm skin.

34. WHICH MARY KAY® MOISTURIZERS ARE RECOMMENDED DURING RETINIZATION?

All Mary Kay® moisturizers may be used during the retinization period. It's recommended you always wear a broad-spectrum sunscreen during the day.

○ **35. HOW LONG DOES THE REDNESS OR FLAKING TYPICALLY LAST?**

Temporary redness, dryness and flaking skin are common discomforts during the retinization period. Some users also report itchiness or mild tingling. Some may have all these symptoms at some point during the retinization period, while others may have no side effects at all. If skin becomes uncomfortable, scale back the frequency of application until skin tolerance is improved.

○ **36. I'VE BEEN USING RETINOL 0.5 FOR SEVERAL WEEKS, AND I HAVEN'T HAD ANY FLAKING OR REDNESS. IS IT WORKING FOR ME? SHOULD I INCREASE MY FREQUENCY OF APPLICATION?**

Not everyone experiences temporary discomfort while their skin is adjusting. Continue to follow the recommended usage until you're confident skin is retinized, then you can begin applying Retinol 0.5 nightly.

○ **37. ONCE SKIN IS RETINIZED, IS IT STILL RECOMMENDED THAT USERS APPLY RETINOL 0.5 AT LEAST 5 TO 10 MINUTES AFTER CLEANSING SKIN?**

We suggest waiting 5 to 10 minutes after cleansing to allow time for natural oils to return to the surface of skin. This may help prevent discomfort even after the retinization period. While it's fine to apply other serums and moisturizers to skin that's slightly damp, pure retinol should be applied to dry skin.

○ **38. DO I NEED EXTRA SUN PROTECTION DURING THE RETINIZATION PERIOD?**

Retinol use may contribute to sun sensitivity. Apply Retinol 0.5 only in the evenings. During the day, it's recommended that you wear a broad-spectrum sunscreen with SPF 30 or higher. Because retinol use accelerates the turnover of new skin cells, it's important to wear a broad-spectrum sunscreen when spending extended time outdoors. Otherwise, new sun damage may negate the benefits that pure, potent retinol is delivering to your skin.

○ **39. WILL SKIN CONTINUE TO FLAKE BEYOND THE RETINIZATION PERIOD?**

If you're following Mary Kay's gentle retinization process, temporary discomfort should be gone by the eighth week. Depending upon the sensitivity of your skin, it's possible you'll continue to experience periodic flaking, especially if there's a gap in your application of Retinol 0.5 or you're applying more frequently than is optimal for your skin. Flaking will diminish with continued use.

○ **40. ONCE THE RETINIZATION PROCESS IS COMPLETE, DO I STILL NEED CALM + RESTORE FACIAL MILK?**

Once skin is retinized, your moisture balance can be maintained with your normal morning and evening moisturizer. Mary Kay offers a variety of moisturizing products to meet those needs. *Mary Kay Clinical Solutions™* Calm + Restore Facial Milk remains an ideal product to have on hand whenever skin needs calming.

MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 USAGE INSTRUCTIONS

○ **41. WHAT ARE THE USAGE INSTRUCTIONS FOR MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5?**

In the evening, apply a pea-sized amount of Mary Kay Clinical Solutions™ Retinol 0.5 to clean, dry skin, dotting product on forehead, cheeks, nose and chin. Gently smooth onto entire face in an upward, outward motion, avoiding the eye area. If you've recently used a high-concentration retinol product, but this is your first time

using Mary Kay Clinical Solutions™ Retinol 0.5, apply every other evening for the first two weeks, then gradually increase frequency to every evening as tolerated. Allow for full absorption before applying other skin care products. For best results, use within six months after opening.

◉ **42. CAN I APPLY RETINOL 0.5 TO MY NECK AND DÉCOLLETAGE?**

The skin on your neck and décolletage may experience retinization differently than the skin on your face. Before adopting Mary Kay's retinization protocol for your neck and décolletage, test a small area with Retinol 0.5 diluted with Calm + Restore Facial Milk. If you experience no issues, begin Mary Kay's gentle retinization protocol on your neck and décolletage the following week. Wait 5 to 10 minutes after cleansing before applying the Retinol 0.5. Apply the Calm + Restore Facial Milk to help soothe potential discomfort.

◉ **43. CAN RETINOL 0.5 BE APPLIED AROUND THE EYE AREA?**

Avoid applying to the eye area, including the brow bone and eyelid. If eye contact occurs, rinse well with water. Always wash hands after applying Retinol 0.5 to avoid accidentally transferring product to the eye. If you wear eye cream at night, it's recommended you apply your eye cream first, and ensure it's absorbed, before applying *Mary Kay Clinical Solutions™* Retinol 0.5.

◉ **44. IS IT OKAY TO INCREASE THE PEA-SIZE AMOUNT OF RETINOL 0.5 I'M APPLYING TO MY FACE?**

A pea-size (one pump) is all you need! Applying a larger amount of the serum will not improve the benefits and may increase skin discomfort. (A little goes a long way.)

◉ **45. WILL I SEE FASTER IMPROVEMENT IF I USE RETINOL 0.5 BOTH MORNING AND NIGHT?**

Twice-daily application of this potent formula is not recommended. Overusing retinol won't make it work better or faster, but it can increase the chance of irritation. Because of how high-concentration retinol works within the skin, once a day application in the evening, using a pea-sized amount (one pump), is the highest level of frequency recommended for Retinol 0.5.

MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK

◉ **46. WHAT IS THE ORDER OF APPLICATION?**

In the evening, apply Retinol 0.5 to clean, dry skin. Waiting 5 to 10 minutes after cleansing may reduce the potential for skin discomfort. On nights you're applying Retinol 0.5, apply any eye cream BEFORE you apply Retinol 0.5, due to potential irritation that can occur if applied with residual retinol on your fingertips. After absorption, you may apply Calm + Restore Facial Milk, plus any other serums you use, then finish with your nighttime moisturizer.

◉ **47. WHAT ARE THE KEY INGREDIENTS IN MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK?**

The facial milk features plant oils (coconut, jojoba seed, sunflower and olive oils) to deliver a power-shot of rich fatty acids to nourish and soothe skin, along with glycerin and sugarcane squalane to help prevent water loss.

◉ **48. HOW OFTEN SHOULD I USE MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK?**

During the retinization period, use Mary Kay Clinical Solutions™ Calm + Restore Facial Milk to dilute Mary Kay Clinical Solutions™ Retinol 0.5 for your first two applications. Reapply as needed throughout the day to soothe skin (even over makeup). Beginning with your third application, you can apply to face morning and evening before your moisturizer, then as often as needed during the day. This fluid formula is ideal for retinol-treated skin, but it's also a great way to soothe irritated skin year-round.

◉ **49. IS MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK BENEFICIAL FOR THOSE WHO DON'T USE RETINOL?**

Although Mary Kay Clinical Solutions™ Calm + Restore Facial Milk was formulated to help soothe retinol treated skin, anyone who seeks a calming facial milk will love this lightweight formula.

◉ **50. IS MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK RECOMMENDED FOR SENSITIVE SKIN?**

Although Mary Kay Clinical Solutions™ Calm + Restore Facial Milk was not tested on users who identified themselves as having "sensitive skin," it was tested on men and women who had irritated skin. For these individuals, the formula was clinically shown to be soothing.

◉ **51. WHAT ARE THE USAGE INSTRUCTIONS FOR MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK?**

Shake well. Apply to face in an upward, outward motion. The facial milk may be worn alone or under your moisturizer. Use morning and evening, and apply throughout the day as needed to soothe skin. (If applying on top of makeup, simply dab lightly.)

◉ **52. DOES MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK CONTAIN PARABENS?**

No. Mary Kay Clinical Solutions™ Calm + Restore Facial Milk does not contain parabens.

◉ **53. DOES MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK CONTAIN FRAGRANCE?**

No, but some people may detect a slight scent which is inherent to some of the ingredients in the formula.

◉ **54. IS MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK GLUTEN-FREE?**

No. In general, Mary Kay does not claim any products to be certified gluten-free.

◉ **55. IS MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK SUITABLE FOR PREGNANT OR NURSING WOMEN?**

While Mary Kay Clinical Solutions™ Calm + Restore Facial Milk was not designed specifically for pregnant or nursing women, Mary Kay is committed to providing safe, quality products to its independent sales force members and their consumers. As with any skin care routine, if a woman is pregnant or nursing, it is recommended she consult her physician before using the products.

56. CAN MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK BE USED WITH OTHER MARY KAY® PRODUCTS?

Yes. Mary Kay Clinical Solutions™ Calm + Restore Facial Milk may be used with other Mary Kay® products.

57. WHAT IS THE AVERAGE USE-UP RATE FOR MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK?

Due to the unique nature of Mary Kay's gentle retinization process, followed by each user's customized approach to application frequency, individual use-up rates for the first bottle of Mary Kay Clinical Solutions™ Calm + Restore Facial Milk will vary. After retinization, if applying twice daily, average useup rate is 4 to 5 months.

58. WHAT IS THE SHELF LIFE?

The shelf life for Mary Kay Clinical Solutions™ Calm + Restore Facial Milk is two years.

MARY KAY CLINICAL SOLUTIONS RETINOL 0.5 COMPATIBILITY

59. CAN I USE RETINOL 0.5 AS A SUPPLEMENT TO MY CLEAR PROOF® SKIN CARE REGIMEN?

No. It is not recommended for users of *Clear Proof*® Acne System to supplement with Retinol 0.5. *Mary Kay Clinical Solutions*™ Retinol 0.5 was formulated to deliver advanced age-fighting benefits. It is not approved as an acne treatment product. In fact, using retinol with salicylic acid may increase the likelihood you'll experience irritation.

Note: If you use one of Mary Kay's other skin care regimens and occasionally spot treat blemishes with *Clear Proof*® Spot Solution for Acne-Prone Skin, you may introduce Retinol 0.5 into your nighttime skin care routine. For best results, follow Mary Kay's gentle retinization process to ensure skin's gradual adjustment to this potent ingredient.

60. CAN I USE MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 IN CONJUNCTION WITH MARY KAY® PRODUCTS THAT CONTAIN SMALL AMOUNTS OF SALICYLIC ACID (SUCH AS BOTANICAL EFFECTS® CLEANSING GEL OR CLEAR PROOF® DEEPCLEANSING CHARCOAL MASK)?

Due to the small amount of salicylic acid in these rinse-off products, we do not anticipate significant challenges if used with retinol 0.5. However, using retinol 0.5 with any leave-on, over-the-counter acne product (0.5% – 2% salicylic acid) is not recommended.

61. CAN I USE TIMEWISE® MICRODERMABRASION REFINE OR TIMEWISE REPAIR® REVEALING RADIANCE® FACIAL PEEL WHEN I'M GOING THROUGH THE RETINIZATION PERIOD?

No. It's not recommended to use an exfoliation product during the retinization period, as this may increase irritation. Once skin has adjusted, you can use Microdermabrasion Refine or *Revealing Radiance*® Facial Peel, alternating nights with your application of Retinol 0.5. If you experience irritation, scale back use of exfoliating products as tolerated by your skin.

62. HOW SHOULD I INCORPORATE CONSISTENT USE OF RETINOL 0.5 WITH THE FOLLOWING:

- **Alpha hydroxy acids (AHA) like the glycolic acid in TimeWise Repair® Revealing Radiance® Facial Peel**

During retinization, avoid use of alpha hydroxy acids, including glycolic acid, to minimize potential irritation. Once your skin has adjusted, you can use TimeWise Repair® Revealing Radiance® Facial Peel, alternating nights from your application of Retinol 0.5. This schedule can help remove the dead skin cells that Retinol 0.5 is helping to push toward the surface. If you experience irritation, scale back use of exfoliating products as tolerated by your skin.

- **High concentrations of vitamin C**

During retinization, it's not recommended to use high levels of vitamin C as this may increase the potential for irritation.

Refrain from applying TimeWise Replenishing Serum C+E™ until after skin has adjusted to the potency of retinol. Once skin is retinized, it's recommended you apply vitamin C formulas in the morning and Retinol 0.5 in the evening. Even with the addition of retinol (vitamin A) to your skin care regimen, topical vitamin C continues to be a recommended ingredient for optimal skin health.

- **Salicylic Acid**

It is not recommended for users of the Clear Proof® Acne System to supplement with Retinol 0.5. Using retinol with salicylic acid (0.5%-2% salicylic acid) can increase your chances of irritation.

- **Physical exfoliators (TimeWise® Microdermabrasion Refine, Mary Kay Naturally® Exfoliating Powder or Botanical Effects® Invigorating Scrub)**

It's not recommended to use an exfoliator during the retinization period when skin is adjusting to pure retinol. Once skin has adjusted, you can use TimeWise® Microdermabrasion Refine, Mary Kay Naturally® Exfoliating Powder or Botanical Effects® Invigorating Scrub, alternating nights from your application of Retinol 0.5. If you experience irritation, scale back use of exfoliating products as tolerated by your skin.

- **Mary Kay® Hydrogel Eye Patches**

It is not recommended to use Retinol 0.5 in conjunction with the Mary Kay® Hydrogel Eye Patches, due to the potential for irritation around the delicate eye area. Once skin is retinized, you may use the Mary Kay® Hydrogel Eye Patches on alternate nights from your application of Clinical Solutions™ Retinol 0.5.

- **Skinvigate Sonic™ Skin Care System**

It's not recommended to use the Skinvigate Sonic™ Facial Cleansing Brush Head or Facial Massage Head during the retinization period. Once skin is retinized, you may cleanse skin with the facial cleansing brush head. It's recommended to begin with the gentle setting before advancing to higher levels. After retinization, the Clinical Solutions™ Calm + Restore Facial Milk may be used in conjunction with the facial massage head. If you experience irritation, scale back use of the Skinvigate Sonic™ Skin Care System, as tolerated by your skin.

63. I'VE GOT AN UPCOMING MEDICAL PROCEDURE. IS IT OKAY TO COMBINE WITH RETINOL TREATMENT?

No. Discontinue use of Retinol 0.5 at least one week before any scheduled medical procedure, including laser treatment, an in-office chemical peel, or any surgery (medical or dental) requiring general anesthesia.

64. I HAVE AN APPOINTMENT FOR A FACIAL, WHICH INCLUDES LIP AND BROW WAXING. IS IT OKAY TO COMBINE WITH RETINOL TREATMENT?

No. Discontinue use of Retinol 0.5 at least three days prior to a waxing procedure to allow skin's surface to stabilize before the hair removal process.

65. I JUST PURCHASED TIMEWISE MIRACLE SET 3D® AND THE MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 SET, BOTH FOR THE FIRST TIME. CAN I BEGIN BOTH AT ONCE?

For the best product experience, Mary Kay recommends you become acclimated to your new Mary Kay® skin care regimen first, before introducing new products. You don't want to overwhelm skin by introducing too many new ingredients at once, particularly when one of those ingredients is pure retinol.

66. CAN MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 BE USED WITH OTHER MARY KAY® PRODUCTS?

At the conclusion of the 8-week retinization period, once skin has been "retinized," Mary Kay Clinical Solutions™ Retinol 0.5 may be used with all Mary Kay® products, except for Clear Proof® products containing salicylic acid. If using TimeWise® Microdermabrasion Refine, Mary Kay Naturally® Exfoliating Powder or TimeWise Repair® Revealing Radiance® Facial Peel to exfoliate retinized skin, alternate nights of application with Mary Kay Clinical Solutions™ Retinol 0.5. If you experience irritation, scale back use of exfoliating products as tolerated by your skin.

After skin is retinized, it's also recommended that Mary Kay® Hydrogel Eye Patches and TimeWise Replenishing Serum C+E™ be used mornings or alternate nights from Mary Kay Clinical Solutions™ Retinol 0.5, due to the potential for irritation.

MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 CAUTIONS/SKIN CONCERNS

67. I EXPERIENCE TINGLING IMMEDIATELY AFTER I APPLY RETINOL 0.5. IS THAT OKAY?

A sense of tingling can come from applying too much or applying the pure retinol too soon after cleansing your skin. If you're experiencing tingling, allow 15 to 20 minutes after cleansing before applying Retinol 0.5. This allows natural oils to return to the surface of skin. If you continue to experience unpleasant tingling upon application, scale back frequency until skin's tolerance is improved.

68. HOW WILL I KNOW IF MY LEVEL OF IRRITATION REQUIRES A DOCTOR'S CARE?

No one knows your skin better than you do. If concerned about the effects of using Mary Kay Clinical Solutions™ Retinol 0.5, discontinue use and consult your physician.

69. **IS MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 RECOMMENDED FOR INDIVIDUALS WITH ROSACEA?**

Mary Kay Clinical Solutions™ Retinol 0.5 was not designed for individuals with rosacea. Because pure retinol may irritate sensitive skin, this ingredient may be problematic for individuals with this skin condition. If you have rosacea, please consult a dermatologist before pursuing retinol treatment.

70. **WILL MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 DIMINISH AGE SPOTS?**

Yes. In independent clinical testing, Mary Kay Clinical Solutions™ Retinol 0.5 delivered a 40% improvement in skin tone evenness,** visibly reducing the appearance of age spots.

71. **I HAVE OCCASIONAL MILD-TO-MODERATE ACNE. CAN RETINOL HELP WITH THIS?**

Mary Kay Clinical Solutions™ Retinol 0.5 was formulated to deliver advanced age-fighting benefits. It is not approved as an acne treatment product.

72. **WILL RETINOL MAKE MY SKIN SENSITIVE TO SUNLIGHT?**

Retinol use may contribute to sun sensitivity. Apply Mary Kay Clinical Solutions™ Retinol 0.5 only in the evenings. During the day, it's recommended to wear a broad-spectrum sunscreen with SPF 30 or higher.

73. **NOW THAT I'VE COMPLETED THE RETINIZATION PROCESS, DO I STILL NEED EXTRA SUN PROTECTION?**

Retinol use may contribute to sun sensitivity. Apply Retinol 0.5 only in the evenings. During the day, it's recommended that you wear a broad-spectrum sunscreen with SPF 30 or higher. Reapply when out in the sun. Because retinol use accelerates the turnover of new skin cells, it's important to wear a broad-spectrum sunscreen when spending extended time outdoors. Otherwise, new sun damage may negate the benefits that pure, potent retinol is delivering to your skin.

74. **I'VE TRIED RETINOL IN THE PAST AND MY SKIN HAD A REACTION. CAN I USE RETINOL 0.5?**

Do not use *Mary Kay Clinical Solutions™ Retinol 0.5* if you've had a reaction to retinol in the past. If you attempt Mary Kay's gentle retinization process and experience a similar reaction, consult your physician.

75. **I'VE NOTICED MY MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5 IS CHANGING COLOUR OVER TIME. IS IT STILL SAFE TO USE?**

Over time, you may notice a slight yellowing of Mary Kay Clinical Solutions™ Retinol 0.5, which is typical for products containing pure, high-concentration retinol. It is still safe to use. For best results, it's recommended that you use your tube of Mary Kay Clinical Solutions™ Retinol 0.5 within six months of opening, regardless of any color changes.

MISCELLANEOUS ADDITIONS

76. **I CANNOT GET MY BOTTLE OF MARY KAY CLINICAL SOLUTIONS™ CALM + RESTORE FACIAL MILK TO DISPENSE PROPERLY. WHAT SHOULD I DO?**

Mary Kay Clinical Solutions™ Calm + Restore Facial Milk should be shaken well before use. When starting a new bottle of the facial milk, it may take multiple pumps to begin dispensing the product.

77. HOW DO I PROPERLY STORE MY RETINOL 0.5 PRODUCT?

Pure retinol is sensitive to heat and light, so it is recommended you store retinol 0.5 in a cool, dry place away from direct sunlight. Do not leave it in a place where it may be exposed to extreme temperatures (like a car or trunk).

78. I'M A NEW USER OF MARY KAY CLINICAL SOLUTIONS™ RETINOL 0.5, AND I'M EXPERIENCING MINOR BREAKOUTS. IS THIS NORMAL?

Yes. Minor breakouts can be expected as your skin progresses through retinization. Continue to cleanse and moisturize skin as you normally would. As skin becomes retinized, the breakouts should disappear, usually after four to six weeks. If breakouts continue, discontinue use of Mary Kay Clinical Solutions™ Retinol 0.5 and consult your dermatologist.

If you have a question that has not been answered in these FAQs, please contact customer service.

MARY KAY®

**Results based on an independent expert evaluator assessing 22 women during an 8-week clinical study in which women used Mary Kay Clinical Solutions™ Retinol 0.5 every other night for the first 2 weeks, then applied nightly weeks 3-8.

†Results based on a 12-week clinical study conducted with Mary Kay Independent Sales Directors who added Mary Kay Clinical Solutions™ Retinol 0.5 and Mary Kay Clinical Solutions™ Calm + Restore Facial Milk to their TimeWise® or TimeWise Repair® regimens. For the first eight weeks, participants used Mary Kay's gentle retinization process, then increased frequency to every night as tolerated for the remaining four weeks. Because everyone's skin is different and frequency will be customized accordingly, individual results may vary. All third party registered trademarks, trade names and service marks are the property of their respective owners.