

Products You Can Trust. A Company You Can Believe In.

In 1963, Mary Kay Ash founded her Company on the personal values that guided her life – integrity, honesty and an unwavering belief in the Golden Rule and in the power of touching lives. Today, these values remain at the heart of everything we do, including our passion for developing products that can awaken a woman's true beauty inside and out. Our philosophy is simple – we will deliver on every product promise that we make. Because we proudly stand behind the quality of our products and the real benefits they provide, there are millions of women who can say, “I love my Mary Kay!”

We listen to what women want.

Connecting with women around the world helps us understand what's important to them and enables us to consistently deliver products that satisfy and delight. Every year, thousands of women use and evaluate Mary Kay® products worldwide, under the direction of skin science experts, so that we can measure the effectiveness of every product formula and ensure that it delivers the beautiful benefits women are looking for. These insights help us not only deliver what women want today, but also to develop the products they will want in the future.

Consumer safety is our first priority.

Mary Kay Inc. invests millions of dollars in research and conducts more than one-half million tests every year to ensure that every individual ingredient and finished product meets the highest standards of safety, quality and performance. We know that there can be differing points of view regarding ingredient safety and that some opinions can be the result of incomplete and inaccurate interpretation. We want consumers to know that at Mary Kay, **every product decision is based on scientific fact, not opinion.** We rely on in-depth scientific research and collaborate with impartial medical experts outside the Company to ensure the safety and efficacy of our products, and we regularly go above and beyond what is legally required by the health and safety authorities that regulate the industry worldwide.

Independent medical experts play a vital role in product development.

Mary Kay Inc. has developed alliances around the world with leading dermatologists, ophthalmologists, nurses and other medical professionals in academic institutions and private practice. Through collaborations with these experts and ongoing exploration and evaluation of advancements in technology, the scientists at the Mary Kay Research Center are able to deliver world-class products.

We want consumers to be 100 percent satisfied.

We believe that customer satisfaction isn't a one-time event; it's a lifelong commitment. Mary Kay Inc. strives to provide clear, credible, concise information about product safety and performance so that consumers can feel confident in the choices they make. That's why the Company stands behind its products sold by Independent Beauty Consultants with a 100 percent product satisfaction guarantee.

Mary Kay Inc. does not support animal testing.

Mary Kay Inc. is committed to the elimination of animal testing and is a strong advocate of utilizing alternative methods to substantiate the safety of our ingredients and products. We do not conduct animal testing on our products or ingredients, nor ask others to do so on our behalf, except when absolutely required by law. For more than two decades, we have been a global leader in helping to develop alternative testing methods for product safety. This commitment continues today, in partnership with global regulatory agencies that manage cosmetic safety, with animal advocacy groups and with leading animal alternative researchers.

Mary Kay Inc. is committed to environmental sustainability.

By promoting and implementing sustainable operations, we not only impact the quality of life of the people we touch today, but also of generations to come. We have committed ourselves to a positive legacy of environmental sustainability through pollution prevention, resource conservation, regulatory compliance and the continual improvement of our environmental performance.

We stand behind our products with a 100 percent satisfaction guarantee.

Consumers who use Mary Kay products are among the most loyal in the world because Mary Kay products are safe, effective and deliver the benefits they want. Mary Kay Inc. stands behind its products sold by Independent Beauty Consultants. If for any reason you are not completely satisfied with any Mary Kay product, it will be replaced without charge, exchanged or the full purchase price refunded following its return to your authorized Mary Kay Independent Beauty Consultant. If she is no longer active, it can be returned to the Company with proof of purchase.

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