



# Nerium Double-Cleansing Botanical Face Wash FAQ

## **Q: WHAT IS DOUBLE-CLEANSING BOTANICAL FACE WASH?**

A: Nerium's Double Cleansing Botanical Face Wash is an advanced, lightweight cleanser that combines the best of oil and water. This gentle product is applied to dry skin, removing oil-based impurities and makeup. Then, with the addition of water, it transforms into a soft, milky lather for deep down cleansing. Our multifunctional Face Wash does double-duty as a makeup remover and is delicate enough to be used morning and night.

## **Q: WHAT ARE THE KEY BENEFITS?**

A: Add Face Wash to your skincare routine for these benefits:

- Helps counteract the effects of air pollution on the skin's surface
- Removes makeup, even non-water proof eye makeup
- Deep cleanses while leaving skin feeling soft and smooth
- Is gentle on the skin
- Calms and soothes skin
- Has a pH that works in harmony with your skin
- Non-drying, non-stripping

## **Q: WHAT ARE THE KEY INGREDIENTS?**

A: The key ingredients in our Face Wash are:

- Sea3C™: An exclusive blend of sea whip extract, betula water and raffinose, which are known to moisturize the skin.
- Coconut derived surfactants: Sulfate-free surfactants that gently, but effectively help cleanse the skin.
- Glycerin: Known for its moisturizing and skin-soothing benefits.
- Rosemary Leaf Oil: Known for its skin conditioning properties.
- Niacinamide: Known to help correct hyper-pigmentation and even skin tone.
- Clary Sage Oil: A masking agent known for its calming and soothing benefits.

## **Q: WHAT IS SEA3C™?**

A: Proprietary to Nerium, Sea3C™ is an exclusive blend of sea whip extract, betula water and raffinose, which are known to moisturize the skin.

## **Q: HOW DO I USE FACE WASH?**

A: Apply 2-4 pumps to your hands and massage over your dry face. Use gentle, circular motions to melt away dirt, impurities and makeup. Next, for deep cleansing, add a small amount of water and massage to create a light, milky lather. Rinse thoroughly with lukewarm water. Use daily, morning and evening.

## **Q: WHY ARE THERE TWO STEPS?**

A: Our Face Wash is a 2-in-1 product. First, it goes on as an oil to remove makeup and oil-based impurities. Then, with the addition of water, it transforms into a light lather for deep-down cleansing.

## **Q: WHAT IS THE BENEFIT OF CLEANSING YOUR FACE WITH OIL?**

A: Oil dissolves oil. Oil massaged into the skin will dissolve the oil that is stuck in your pores.

## **Q: THE PRODUCT HAS A DIFFERENT CONSISTENCY THAN OTHER FACE WASHES I'VE USED. IS THIS NORMAL?**

A: Yes, our Face Wash has a thin texture which allows it to be a 2-in-1, oil-to-lather product.

## **Q: WHEN SHOULD I USE FACE WASH?**

A: Use our Face Wash in the morning as the first step in your skincare regimen, and at night to remove makeup and impurities for a deep clean before going to sleep.

## **Q: HOW OFTEN CAN I USE FACE WASH?**

A: Use daily, morning and evening. It is ideal for cleaning and preparing your skin for Nerium's Night and Day Creams.

## **Q: IS FACE WASH SAFE FOR ALL SKIN TYPES?**

A: Yes, the product is ideal for all skin types.

**Q: HOW SHOULD FACE WASH BE STORED?**

A: Store in a cool, dry place, tightly capped. If the product is stored correctly, it should have a two-year shelf life.

**Q: DOES FACE WASH HAVE AN EXPIRATION DATE?**

A: The product has an expiration date of two years.

**Q: IS THERE A DIFFERENT FORMULA BETWEEN MARKETS?**

A: No. There is only one global formula for Nerium's Double-Cleansing Botanical Face Wash.

**Launch and Pricing FAQs**

**Q: WHERE WILL FACE WASH BE AVAILABLE FOR PURCHASE?**

A: Initially, the product will be available in the US, Canada, Mexico, Korea and Japan. Colombia and Australia/New Zealand will launch shortly thereafter.

**Q: WHEN WILL FACE WASH BE AVAILABLE FOR PURCHASE?**

A: As of August 1, 2017, Face Wash will be a permanent part of the Nerium product line. It is available for all customer types. The product will be available for onsite sales at Get Real St. Louis on July 20. It will be available online August 1, 2017.

**Q: HOW MUCH IS DOUBLE-CLEANSING BOTANICAL FACE WASH?**

A: USA (USD)

- \$30 (QV/CV: 30/22) – Preferred/ADO
- \$40 (QV/CV: 30/22) – Retail
- \$35 (QV/CV: 30/22) – Wholesale

Canada (CAD)

- \$40 (QV/CV: 30/22) – Preferred/ADO
- \$53.90 (QV/CV: 30/22) – Retail
- \$46.95 (QV/CV: 30/22) – Wholesale

Mexico (MXN)

- \$600 (QV/CV: 30/22) Preferred/ADO
- \$800 (QV/CV: 30/22) Retail
- \$735 (QV/CV: 30/22) Wholesale

Korea (KRW)

- ₩35,000 (QV/CV: 30/25) – Preferred/ADO
- ₩49,000 (QV/CV: 30/25) – Retail
- ₩43,000 (QV/CV: 30/25) – Wholesale

Japan (JPY)

- ¥5,100 (QV/CV: 30/23) Retail
- ¥3,800 (QV/CV: 30/23) Preferred/ADO
- ¥4,600 (QV/CV: 30/23) Wholesale

**Q: WHEN WILL I BE ABLE TO ADD FACE WASH TO MY AUTO-DELIVERY ORDER?**

A: Customers in the US, Canada, Mexico, Korea and Japan will be able to add the product to their Auto-Delivery Order on August 1, 2017.

**Q: HOW DO I PURCHASE FACE WASH AT AUTO-DELIVERY ORDER PRICING?**

A: In order to purchase Face Wash at Auto-Delivery Order pricing, you must be an active Brand Partner or Preferred Customer with a monthly Auto-Delivery Order active on your account. To be active, you must have had an Auto-Delivery Order of 80QV within the last 60 days.

**Q: WILL I EARN 3UR FREE CREDITS FOR PC SALES OF FACE WASH?**

A: Yes, 3UR Free credits will be earned for the sale of Face Wash. To see full details on how 3UR Free credits are now earned, see the 3UR Free Flyer.

**Q: WILL FACE WASH BE AVAILABLE FOR NERIUM GIVES BACK?**

A: Yes, Face Wash will be eligible for NGB under the normal NGB qualification rules. You will earn 30 NGB points and need 38 NGB points to redeem. NGB redemption for the two new products will be available starting November 1, 2017.

**Q: WHAT IS THE RETURN POLICY?**

A: Face Wash will follow Nerium's existing product return policy. You can find the return policy at <http://www.nerium.com/returns>.

**Q: WHAT COMMISSIONS WILL I EARN FROM FACE WASH PURCHASES?**

A: Eligible Brand Partners may earn commissions based on the CV and QV of their orders and their customers' and team's product orders. Please see the Compensation Plan for more details.

**Q: ARE THERE CUSTOMER ACQUISITION BONUSES ON FACE WASH ORDERS?**

A: Yes, CABs will be offered on Face Wash orders placed by your new Preferred Customers when they enroll with Face Wash.