

Mary Kay Product Replacement Request Form

Save your completed form and e-mail it to ProductReplacementsCanada@mkcorp.com

Consultant Information

Date:

Ship Via:

Consultant Number:

Consultant Name:

Shipping Address:

City:

Province:

Postal Code:

I accept the [General Terms and Conditions](#)

Step 1: Product Return Information (Products that were returned to you)

Part No. (must be 8 digits)	Description	QTY	Day Code*	Retail Unit Price	Return Reason Code†	Customer Name	Customer Phone Number (Enter digits only)

TOTAL:

Step 2: Requested Replacement Products

Part No. (must be 8 digits)	Description	QTY	Retail Unit Price

TOTAL:

*RETURN REASON CODES

- | | | |
|-------------------|----------------------|-------------------------------|
| 1. Off Odour | 5. Leaking | 9. Wrong Shade |
| 2. Separating | 6. Damaged Carton | 10. Did not like scent |
| 3. Too Thick/Thin | 7. Damaged Container | 11. Did not like |
| 4. Off Colour | 8. Empty / Not Full | 12. Did not meet expectations |
| | | 13. Other |

*DAY CODE DESCRIPTION - The Day Code is an alpha-numeric code that gives specific information about the manufacture of the product.

This code is located on the bottom of a container; the barrel of a pencil or the crimp of a tube.

(For more information about the Day Code, please refer to *Product Presentation & Day Codes* on InTouch)

MARY KAY®