

# FAQs

## SYSTEM

### WHAT IS AGELOC ME?

ageLOC Me is an innovative and revolutionary anti-ageing skin care system that combines Nu Skin's most sophisticated skin care products to date with the benefit of customisation.

### HOW DOES THE AGELOC ME SYSTEM WORK?

The ageLOC Me system consists of three steps to help you create your customised skin care regimen.

#### Step One—Take Your First Step Toward Customisation

Order your Starter Kit online or from a distributor to start using ageLOC Me right away. The Starter Kit contains your Calibration Set, a set of five products specifically formulated to deliver comprehensive anti-ageing benefits. With the Calibration Set, you have immediate access to the products so you can experience how they feel and how they benefit your skin. Use the Calibration Set as a reference when you take your ageLOC Me skin assessment to further customise your products. The Calibration Set will also help you get comfortable using your ageLOC Me device and products.

#### Step Two—Tell Us About You

Together with your Calibration Set experience, the ageLOC Me skin assessment helps you determine your skin care needs through a series of questions concerning your environment, region, individual skin attributes, personal ageing concerns, and preference for light or heavy moisturisation. Like fragrance in your moisturisers? You can choose to include it. You can also include or remove SPF from Day Moisturiser. And you can dial in targeted benefits with the serums to meet your individual needs. At the end of the assessment, you'll receive your personal skin care code.

#### Step Three—Experience Your Customised Skin Care Regimen

Order your customised set with your personal skin care code. You told us about you, your skin, and your preferences and, combined with our expertise in anti-ageing science innovation, we created a regimen that's just for you. Once you receive your customised product set, start using it right away. Like the Calibration Set, your customised set contains three serums and a day and night moisturiser. The powerful ageLOC Me serums and moisturisers are Nu Skin's most sophisticated anti-ageing skin care formulations to date.

#### Step Four—Keep It or Change It Up

Retake the ageLOC Me skin assessment as many times as you like. You may find just the right combination for spring and summer, and then want to refine for autumn and winter. There's no limit to how many times you can take the assessment.

### WHY IS THE AGELOC ME LAUNCH SO EXCITING?

ageLOC Me is an entirely new approach to anti-ageing skin care that we believe has the potential to revolutionize the skin care industry. It takes anti-ageing skin care to a new level, delivering a daily skin care routine that is easy, convenient, and customised. ageLOC Me eliminates the guesswork; customers are no longer forced to decide which products best suit them from the vast array of products available on the market. With ageLOC Me, customers simply take the ageLOC Me skin assessment and, in just a few minutes, receive their personal skin care code—the recommendation of anti-ageing products customised to their needs and desires.

### HOW DID THE IDEA OF AGELOC ME COME ABOUT?

We developed the idea for ageLOC Me when we noticed three important and converging trends: the increase in popularity and usage of anti-ageing products; a new trend toward product customisation; and the inception and growth of the beauty devices industry. Additionally, the advent of apps and smartphone technology has helped facilitate the customised regimen selection and product usage.

### WHAT IS THE RATIONALE BEHIND THE NAME?

The name, ageLOC Me, stems from the product story and main benefit of the ageLOC Me system. It is called "Me" because the products and delivery method are customisable to the individual user and leverage ageLOC technology.

### WHAT TYPE OF RESEARCH DID NU SKIN CONDUCT TO DEVELOP THIS IDEA?

Nu Skin continually monitors and researches market trends. New developments in the market sparked and directed the innovation process. We initiated, studied, and validated our customised skin care concept. During product development, additional studies confirmed that the concept and prototype usage were extremely well received and some of the most exciting we've ever developed.

## WHAT MAKES AGELOC ME SO SOPHISTICATED?

Customisation in the skin care industry has never reached such a level of sophistication and innovation. With ageLOC Me, customers are able to:

- Take the ageLOC Me skin assessment to obtain their personal skin care code, which is calculated based on their environment, lifestyle, individual skin attributes, and product preferences.
- Create a customised anti-ageing skin care regimen featuring proprietary ageLOC technology to target the sources of ageing.
- Use the smart, convenient, and intuitive product delivery system to receive a precise dose of serums and moisturiser every day and night.
- Create new skin care habits and increase the effectiveness of their products through consistent and regular use.

ageLOC Me has the potential to generate a strong and predictable revenue stream with product cartridges being shipped monthly to the customer. Because the system is so convenient and easy to use, customers are more likely to apply the products daily, creating new habits and increasing long-term results and consumption.

## HOW WILL AGELOC ME BE SOLD?

Nu Skin sales leaders will sell the initial Starter Kit with semi-customised Calibration Set product cartridges (based on regional requirements). Full product customisation won't take place until after the initial purchase, so the process will be streamlined, simple, and duplicable.

## WHAT IS INCLUDED IN THE AGELOC ME STARTER KIT?

The Starter Kit contains the ageLOC Me product delivery system, the semi-customised Calibration Set consisting of five product cartridges (three serums, a day moisturiser, and a night moisturiser), the ageLOC Me Connector, the Serum Cartridge holder, a convenient travel container, four premium AA batteries, and the ageLOC Me User Manual.

## WHO IS AGELOC SUITABLE FOR?

ageLOC Me is suitable for any adult with healthy skin seeking a customised way to prevent or minimize the signs of ageing.

## DEVICE

### WHAT IS THE WARRANTY ON THE AGELOC ME DEVICE?

Nu Skin guarantees the ageLOC Me device to be free from defects in materials and workmanship for a period of two years from the original date of consumer purchase. This warranty does not cover damage to the product as a result of intentional misuse or accident. If the product becomes defective within the two-year warranty period, please call Nu Skin Distributor Support to arrange for a replacement.

### SHOULD I LEAVE THE DEVICE ON AT ALL TIMES?

Yes, the ageLOC Me device will go into sleep mode after each use. When it is time for your next regimen, you can wake up your ageLOC Me device simply by placing your hand into the archway.

### HOW MANY DOSES DOES EACH CARTRIDGE CONTAIN?

Each cartridge contains one month's worth of product—30 doses of your Day Moisturiser and Night Moisturiser and 60 doses of your Serums (used twice daily).

### ARE THERE ANY PATENTS ON AGELOC ME?

Yes, we currently have four major patents for the design and function of ageLOC Me with several more pending, which will be filed around the world.

### HOW MANY DOSES DOES THE TRAVEL CONTAINER ACCOMMODATE?

The travel containers will hold seven days' worth of product. Additional ageLOC Me travel containers are also available for purchase.

### HOW LONG DO THE BATTERIES GENERALLY LAST?

The specified batteries should last two to three months. We recommend using only name brand premium alkaline batteries. Be sure to change all the batteries when needed and do not mix brands or use old and new batteries together as this may impact the performance of the device.

## CAN MORE THAN ONE PERSON USE THE SAME AGELOC ME DELIVERY SYSTEM?

No, only one person should use a particular ageLOC Me delivery system because it tracks remaining doses and the products contain the exact monthly doses for one person.

## SKIN ASSESSMENT

### WHY IS THE AGELOC ME SKIN ASSESSMENT NECESSARY?

The skin assessment is the first step in customising and fine-tuning the customer's skin care regimen. Using the assessment, customers can address their specific skin care needs based on their lifestyle, location, individual skin attributes, and personal preference for light or heavy moisturisation, fragrance or no fragrance, and SPF or no SPF.

### HOW DO I TAKE THE AGELOC ME SKIN ASSESSMENT?

You can access the ageLOC Me skin assessment from the ageLOC Me App, available on iTunes, Google Play store, or from your Nu Skin market website.

## PRODUCT

### WILL I ALWAYS HAVE TO USE MY INITIAL AGELOC ME PERSONAL SKIN CARE CODE WHEN REORDERING AGELOC ME PRODUCTS?

No. ageLOC Me supports continued customisation. For example, some individuals may learn more about their skin as they use ageLOC Me and consequently, their skin care needs may change. Additionally, an individual's skin may have varying needs based on season, environmental exposure, and simply the passing of time. Users may use all or some of these factors to create different product profiles that are saved. They can then select specific profiles based on their changing needs and preferences.

### WHAT IS THE DIFFERENCE BETWEEN AGELOC ME AND AGELOC® TRANSFORMATION?

ageLOC Me is a skin care regimen that is customised to the individual and provides the ability to create numerous product combinations based on individual preferences. ageLOC Transformation is one effective anti-ageing regimen for most users. Both product lines are formulated with ageLOC technology to target the sources of ageing and preserve the look of youth. With ageLOC Me, you can choose to include fragrance in your moisturisers and SPF in your Day Moisturiser and choose from a variety of treatment product options. ageLOC Transformation offers one treatment product option, moisturisers are fragranced, and ageLOC Radiant Day lotion automatically contains SPF. ageLOC Me offers options for moisturisers based on your preference for light or heavy moisturisation, whereas ageLOC Transformation includes rich day and night moisturisers.

### DOES AGELOC ME TREAT ACNE?

ageLOC Me was developed to target signs of skin ageing on the face—not acne. If you are currently treating acne, please continue your regular treatment and consult a dermatologist before trying ageLOC Me.

### HOW OFTEN SHOULD I USE AGELOC ME?

ageLOC Me is a twice daily regimen. After cleansing (and toning, if desired) in the morning and evening, apply ageLOC Me Serum and the appropriate moisturiser.

### DO AGELOC ME PRODUCTS INCLUDE SPF?

The Day Moisturiser in the calibration set includes SPF. However, after using the Calibration Set for two weeks, you will take a skin assessment, where you can choose whether or not to include SPF in your customised Day Moisturiser.

### CAN I USE AGELOC ME AS MY DAILY REGIMEN IF I USE THE GALVANIC SPA?

Yes, you should use ageLOC Me twice daily and may use ageLOC Galvanic Spa for complementary benefits up to three times per week as directed.

### WHAT IS THE SCIENCE BEHIND THE PRODUCT?

ageLOC technology. More than 30 years of anti-ageing research have gone into creating ageLOC. The ageLOC Me Serums, Day Moisturiser, and Night Moisturiser incorporate the latest anti-ageing science. They are the most sophisticated Nu Skin products to date and help prevent and minimize several signs of ageing. The ageLOC Me device is an entirely new and exclusive design owned by Nu Skin.

### WHAT ARE THE ACTIVE INGREDIENTS?

The active ingredients vary from cartridge to cartridge and are dependent on your product code. Nonetheless, each ageLOC Me customised product set is formulated to improve the appearance of lines and wrinkles, firm the skin, decrease discoloration, even skin tone, lessen the appearance of pores, smooth rough texture, hydrate the skin, and improve the overall appearance of skin.

### HOW MANY CUSTOMISABLE OPTIONS ARE THERE?

There are about 2,000 possible regimen combinations for your customised products.

### WHAT ARE THE AGELOC ME PRODUCTS?

The Calibration Set and your customised product set both include three ageLOC Me Serums that combine on dispense, ageLOC Me Day Moisturiser, and ageLOC Me Night Moisturiser.

### CAN I USE THE AGELOC ME PRODUCTS ON MY BODY?

It is safe to use ageLOC Me products on your body; however, they have been specifically formulated and dosed to be used on the face and neck.

### WILL THE AGELOC ME PRODUCTS BE SOLD SEPARATELY?

The ageLOC Me products are meant to be sold as a set and we do not have plans to sell the ageLOC Me products separately at this time.