

Use this FAQ to help boost your income when selling Derm Exclusive.

1. **What is Derm Exclusive?**

Derm Exclusive is a breakthrough skincare system that instantly delivers visible improvement in the appearance of fine lines and wrinkles, and also provides long-term anti-aging benefits. It targets all four signs of aging:

- Fine lines and wrinkles
- Sagging skin and loss of elasticity
- Dark spots and uneven skin tone
- Dullness and lack of radiance

The system includes four professional-grade skin treatments that work right away, as well as over time. The results are so powerful, they're clinically proven to be as good as—or even better than—what you'd see from top cosmetic procedures.

2. **How long before you or your customers can expect to see results?**

Many Derm Exclusive users see an immediate improvement in their skin's appearance. Fill & Freeze® Wrinkle Treatment is formulated to provide instant results by filling in lines and wrinkles, and helping to relax "crease memory" caused by repeated facial expressions. When the complete Derm Exclusive system is used as directed every day, improvements in skin tone and texture, and a reduction in the appearance lines and wrinkles can be seen in as little as 14 days. With continued use, many users see dramatic changes in 4 to 6 weeks, and results that just keep getting better over time.

3. **Are Derm Exclusive products suitable for all skin types?**

Yes, they are. However, people react differently to new products, and no matter how careful the formulation, some users may still experience irritation. Because Derm Exclusive contains powerful ingredients at high concentrations, skin may need time to adjust. For anyone who experiences irritation, we suggest using the products once a day or even once every other day, and gradually increasing product usage to twice a day as skin gets accustomed to it. However, if irritation continues, discontinue use. Every purchase is protected by our 30-day or 90-day money-back guarantee (depending on the kit selected).

4. My customer has sensitive skin. Can they use Derm Exclusive?

Yes. However, we recommend they start slowly. To test the products for a few days, we suggest customers dab a small amount of product on their neck below the ear. If there is no irritation, begin using the Derm Exclusive regimen with a once a day application, and gradually work up to twice a day after a week or two. If extreme redness or irritation occurs, discontinue use. Every purchase is protected by our 30-day or 90-day money-back guarantee (depending on the kit selected).

5. How does Derm Exclusive conduct product safety testing?

Consumer safety has always been our top priority at Beachbody®. Therefore, we ensure that all Derm Exclusive products are rigorously tested by independent clinical labs and evaluated and approved by dermatologists. We're proud of our enviable safety record and continued commitment to producing quality products that are both safe and effective. See the "No-No List" in your Coach Tool Kit for a more complete list of ingredients we choose not to include in Derm Exclusive.

6. How does the Derm Exclusive guarantee work?

We're so confident everyone will love their Derm Exclusive results that we're offering a 30-day or 90-day money-back guarantee, depending on the kit purchased. If a customer doesn't see a dramatically more youthful-looking appearance, they simply call and return the products within 30 or 90 days, depending on their delivery schedule, even if the bottles and jars are empty—no questions asked.

7. Does Derm Exclusive test on animals?

Absolutely not. Derm Exclusive products contain no ingredients derived from animals, and are never tested on animals.

8. What are the active ingredients in Derm Exclusive?

See the "Ingredient List" in your Coach Tool Kit.

9. How much does Derm Exclusive cost?

4-piece, 30-day Introductory Kit (one-time ship only)

- \$49.95 + \$5.95 s&h; Club Member: \$44.96 + \$5.95 s&h; Coach: \$37.46 + \$5.95 shipping—PV: 15
- Includes a FREE bonus Fill & Freeze Wrinkle Treatment
- 30-day money-back guarantee of the purchase price less s&h

4-piece, 30-day Introductory Kit (Home Direct)

- \$39.95 + \$5.95 s&h; Club Member: \$35.96 + \$5.95 s&h; Coach: \$29.96 + \$5.95 s&h—PV: 15
- Includes a FREE bonus Fill & Freeze Wrinkle Treatment
- 30-day money-back guarantee of the purchase price less s&h
- After 30 days, this kit automatically renews as a 4-piece 90-day kit on Home Direct. You will be charged for a 4-piece 90-day kit on the first renewal, and all future Derm Exclusive Home Direct shipments.

4-piece, 90-day Advanced Kit (Home Direct only)

- \$119.85 + FREE s&h; Club Member: \$107.87 + FREE s&h; Coach: \$89.89 + FREE s&h—PV: 60
- Includes a FREE bonus Fill & Freeze Wrinkle Treatment, FREE shipping on every order, and a FREE Derm Exclusive signature travel bag
- 90-day money-back guarantee of the purchase price less s&h
- Billed every 90 days

7-piece, 90-day Ultimate Kit (Home Direct only)

- \$164.55 + FREE s&h; Club Member: \$148.10 + FREE s&h; Coach: \$123.41 + FREE s&h—PV: 85
- Includes a FREE bonus Fill & Freeze Wrinkle Treatment, FREE shipping on every order, and a FREE Derm Exclusive signature travel bag
- 90-day money-back guarantee of the purchase price less s&h
- Billed every 90 days

10. Is there any advantage for customers who order from you instead of from DermExclusive.com?

Yes. All 90-day Derm Exclusive Introductory and Home Direct kits include FREE shipping & handling exclusively when ordered from a Coach. In addition, 30-day Introductory Kits have discounted shipping & handling when ordered from a Coach.

- 11. What should customers do if they need to return the products they've purchased?**
Call Customer Service at 1 (866) 482-6401 to return products, cancel purchases, and avoid future charges.
- 12. Do we provide Derm Exclusive samples for customers?**
No. However, we do offer an introductory size at a low price, with a one-time shipping option—so customers can try Derm Exclusive without making a major financial commitment.
- 13. Why is the Derm Exclusive PV so low, compared to the cost of the product?**
Derm Exclusive was originally designed for the Direct Response side of Beachbody®. When we made it available to the Team Beachbody® Coach network, we wanted to offer it at the same low prices. We could only do this by adjusting the point values.
- 14. Why is the shipping & handling not waived on the 4-piece, 30-day Intro Kit (Home Direct)?**
We charge normal shipping & handling (\$39.95 retail + \$5.95 s&h) for the 4-piece, 30-day kit because it's an introductory trial size and price. Our standard product size is for 90-day use—and we provide FREE shipping & handling on all 90-day kits.
- 15. Is the retail commission 15%?**
Coaches earn 25% on customer orders and 15% on Club member orders.
- 16. Will there be a Derm Exclusive Challenge Pack?**
No, not at this time. We want Challenge Packs to be focused on fitness products.
- 17. Do Coaches earn Success Club points for new Home Direct purchases? If so, how many?**
Derm Exclusive volume associated with HD orders can be applied to the 90 point Home Direct requirement for Success Club.

- 18. Will Coaches get their own replicated Web site for Derm Exclusive, like with Shakeology® and Ultimate Reset™?**
No. Not at this time.
- 19. Are Derm Exclusive purchases added to the Success Club Lead Program?**
No, they aren't—Derm Exclusive isn't a network-exclusive product.

The link below will direct your prospects and customers to the Derm Exclusive page in the Team Beachbody® store.

Simply add your Coach repID to the end of the URL below, share the link, and you'll get credit for the resulting purchase.

[http://teambeachbody.com/shop/-/shopping/DermExclusive?referringRepId=yourID.](http://teambeachbody.com/shop/-/shopping/DermExclusive?referringRepId=yourID)

Please note, in order to receive credit for the sale, the purchaser must click on the link containing YOUR Coach repID.