

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

### 1. What is Derm Exclusive?

Derm Exclusive is an advanced anti-aging system that delivers professional-grade results to target all four signs of aging: fine lines and wrinkles, dark spots, sagging skin, and dullness. Containing ingredients recommended by dermatologists, the system delivers results that are so powerful, they're clinically proven to be as good as—or even better than—what you'd see from a single cosmetic procedure\*, without the downtime, invasiveness, or cost.

You can see immediate results with Dr. Ordon's Fill & Freeze® Wrinkle Treatment, a breakthrough product that instantly smoothes lines and wrinkles.\*\* But the instant results from the Fill & Freeze pen are just the beginning: day by day, Derm Exclusive's complete anti-aging system is clinically proven to give you progressively smoother, more radiant skin.

### 2. How do I use Derm Exclusive?

To maximize your results, watch the "Your First Appointment with Dr. Ordon" video on TeamBeachbody.com.

### 3. What are the active ingredients in Derm Exclusive?

The products contain many powerful ingredients recommended by doctors, like wrinkle-reducing retinol, salicylic acid, glycolic acid, vitamin C, and skin-smoothing peptides, formulated for maximum effectiveness with minimal irritation. See the "Ingredient List" in your Coach Toolkit for complete details.

### 4. How long before you or your customers can expect to see results?

Many Derm Exclusive users see an immediate improvement in the appearance of fine lines and wrinkles after using Fill & Freeze Wrinkle Treatment. It's formulated to fill in lines and wrinkles immediately while powerful anti-aging ingredients go to work, helping improve skin's appearance over time.

Other Derm Exclusive products take a bit more time to show results. However, when you make Derm Exclusive part of your daily skincare regimen you'll begin to notice an improvement in skin tone and texture and in the appearance of lines and wrinkles in as little as 14 days. With continued use, you're likely to experience dramatic changes in 4 to 6 weeks.

### 5. Where can I buy individual Derm Exclusive products?

All nine Derm Exclusive products are available for individual purchase on TeamBeachbody.com.

### 6. Are Derm Exclusive products suitable for all skin types?

Yes, Derm Exclusive products are suitable for all skin types. However, different skin types react differently to new products, and no matter how carefully the products have been formulated, some users may still experience irritation. Because Derm Exclusive products contain some of the most sought-after and powerful anti-aging ingredients, your skin may need time to adjust to them. If you experience any irritation, we suggest you use the products less frequently, gradually increasing your product usage to twice per day. However, if irritation continues, discontinue use and consult your doctor.

**7. My customer has sensitive skin. Can she use Derm Exclusive?**

Yes. However, we recommend she start slowly. We suggest she tests the products for a few days by dabbing a small amount of each product on her neck below her ear. If there is no irritation, she could begin the Derm Exclusive regimen with a once-a-day application, and gradually work up to twice a day after a week or two. If 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).

**8. 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 Toolkit for a more complete list of ingredients we choose not to include in Derm Exclusive.

**9. 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 can 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.

**10. Does Derm Exclusive test on animals?**

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

**11. How much does Derm Exclusive cost?**

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

- \$49.95 + \$6.95 s&h; Club Member: \$44.96 + \$6.95 s&h; Coach: \$37.46 + \$6.95 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 + \$6.95 s&h; Club Member: \$35.96 + \$6.95 s&h; Coach: \$29.96 + \$6.95 s&h—PV: 15
- Includes a FREE bonus Fill & Freeze Wrinkle Treatment
- 30-day money-back guarantee of the purchase price less s&h
- One month after you receive your 30-day Introductory Kit, you'll get a new 3-month supply of Derm Exclusive, delivered every 90 days for just \$119.85 for non-Club members, \$107.87 for Club members, and \$89.89 for Coaches, plus \$2.00 shipping and handling per shipment. Call Customer Service at 1 (866) 482-6401 to cancel at anytime.

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

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

- With Home Direct, you'll receive a new 90-day supply of Derm Exclusive, delivered every 3 months for just \$119.85 for non-Club members, \$107.87 for Club members, and \$89.89 for Coaches. Call Customer Service at 1 (866) 482-6401 anytime to cancel and avoid future charges.
- Shipping and handling on Home Direct orders is only \$2.00 per shipment.

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

- \$164.55 + FREE s&h on the initial shipment; Club Member: \$148.10 + FREE s&h on the initial shipment; Coach: \$123.41 + FREE s&h on the initial shipment—PV: 85
- Includes a FREE bonus Fill & Freeze Wrinkle Treatment, and a FREE Derm Exclusive signature travel bag
- 90-day money-back guarantee of the purchase price less s&h
- Billed every 90 days
- With Home Direct, you'll receive a new 90-day supply of Derm Exclusive every 3 months for just \$164.55 for non-Club members, \$148.10 for Club members, and \$123.41 for Coaches. Simply call Customer Service at 1 (866) 482-6401 anytime to cancel and avoid future charges.
- Shipping and handling on Home Direct orders is only \$2.00 per shipment.

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

Yes! Customers who order from a Coach will only pay \$2.00 s&h per shipment on Home Direct orders. They will save between \$7.95-\$12.95 per shipment.

**13. What should customers do if they need to return the products they've purchased?**

Call Customer Service at 1 (888) 482-6401 to return products, cancel purchases, and avoid future charges.

**14. 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.

**15. 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 + \$6.95 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 the initial shipment of all 90-day kits.

**16. Is the retail commission 15%?**

Coaches earn 25% on customer orders and 15% on Club member orders.

**17. Will there be a Derm Exclusive Challenge Pack?**

No, not at this time.

**18. Do Coaches earn Personal Volume points for new Home Direct purchases? If so, how many?**

Home Direct orders of Derm Exclusive generate 85 points for the 7-piece kit, and 60 points for the 4-piece kit.

**19. Will Coaches get their own replicated website for Derm Exclusive, like with Shakeology® and Ultimate Reset®?**

No. Not at this time.

**20. Are Derm Exclusive purchases added to the Success Club Lead Program?**

No, they aren't—Derm Exclusive isn't a network-exclusive product.

\*Results based on clinical pilot study comparing a single professional chemical peel, dermabrasion, and photofacial against women using Derm Exclusive for 28 days.

\*\*Achieved within 15 minutes of using Fill & Freeze

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>

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