

# AGELOC AND SCANNER GUARANTEE FAQ

- **Do I still need proof of dates on my before and after pictures I submit?**

Proof of date is not required. We have complete confidence in the effectiveness of our ageLOC technology.

- **Why don't I see ageLOC Youth/Y-Span on the ageLOC Guarantee?**

ageLOC Youth/Y-Span can be found on the Scanner Guarantee.

- **Is the ageLOC Guarantee still valid when I use just the individual products and not the complete system listed?**

You must be compliant with all usage instructions in order to qualify for the ageLOC Guarantee. For example, the ageLOC Galvanic Spa must be used with the Facial Gels as listed in the product instructions.

- **Do I need to submit a separate form for each product?**

No, you can report multiple products on one form, but you need to specify all products on the submitted form. You will only be refunded for products expressly stated on the form.

- **Do I still need to include my before and after weight and measurements for TR90 products?**

Submitting your before and after weight and measurements is no longer required. Before and after pictures are still required for TR90.

- **Can I request an ageLOC or Scanner Guarantee refund for any Nu Skin or Pharmanex product?**

Only the products listed on both Guarantees are applicable. Please refer to the Nu Skin Enterprises Refund Policy for all other products.

- **If I'm not seeing results immediately, can I submit a request prior to the 90-day timeframe?**

No, you must use the product for at least 90-days with proper product usage as well. If you do not see results after the allotted time, then please submit the request through the proper Guarantee channels.

- **I'm experiencing an adverse reaction to either a Nu Skin or Pharmanex product. Does this qualify for a Guarantee refund?**

Adverse reactions automatically have a 100% refund, once the reaction is properly documented by our Product Support team. In order to receive this refund, you should submit through the general Nu Skin Enterprises Refund Policy and not the ageLOC or Scanner Guarantees.

- **What do I put on my ADR?**

If you are using a beauty device, like the ageLOC LumiSpa or Facial Spa (ageLOC Galvanic Spa), put the paired refill product on your ADR. A few examples would be an ageLOC LumiSpa cleanser for the ageLOC LumiSpa, ageLOC LumiSpa IdealEyes for the LumiSpa Accent, or the reference or custom sets for the ageLOC Me. If you don't have a device, put the product on your ADR for 3 months.

