

FAQs

SYSTEM

WHAT IS AGELOC ME?

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

HOW DOES THE AGELOC ME SYSTEM WORK?

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

Step One—Take Your First Step Toward Customization

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-aging 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. The Calibration Set will also help you get comfortable using your ageLOC Me device and products.

Step Two—Experience Your Customized Skin Care Regimen

Once you receive your customized product set, start using it right away. Like the Calibration Set, your customized set contains three serums and a day and night moisturizer. The powerful ageLOC Me serums and moisturizers are Nu Skin's most sophisticated anti-aging skin care formulations to date.

Step Three—Keep It or Change It Up

You may find just the right combination for spring and summer, and then want to refine for fall and winter. There's no limit to how many times you can switch up your customized set.

WHY IS THE AGELOC ME LAUNCH SO EXCITING?

ageLOC Me is an entirely new approach to anti-aging skin care that we believe has the potential to revolutionize the skin care industry. It takes anti-aging skin care to a new level, delivering a daily skin care routine that is easy, convenient, and customized. 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.

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-aging products; a new trend toward product customization; and the inception and growth of the beauty devices industry. Additionally, the advent of apps and smartphone technology has helped facilitate the customized 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 customizable 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 customized 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?

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

- Create a customized anti-aging skin care regimen featuring proprietary ageLOC technology to target the sources of aging.
- Use the smart, convenient, and intuitive product delivery system to receive a precise dose of serums and moisturizer 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.

WHEN WILL AGELOC ME LAUNCH?

ageLOC Me will be introduced on a global stage at Nu Skin's October 2015 Global Convention. Following the convention, countries offering ageLOC Me will launch the product according to their specific rollout schedules.

HOW WILL AGELOC ME BE SOLD?

Nu Skin sales leaders will sell the initial Starter Kit with semi-customized Calibration Set product cartridges (based on regional requirements). Full product customization 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-customized Calibration Set consisting of five product cartridges (three serums, a day moisturizer, and a night moisturizer), the ageLOC Me Connector, the Serum Cartridge holder, a convenient travel container, four premium AA batteries, the ageLOC Me Getting Started Guide, and the ageLOC Me User Manual.

WHAT IS THE GENERAL GLOBAL PRICE RANGE AND GLOBAL PRICING STRATEGY?

The price range for the initial Starter Kit is US\$550 to US\$650. The price range for refill cartridges is US\$160 to US\$210. The global pricing strategy is to price the consumable products at a price point attractive enough to users to trigger increased consumption and retention. Please note that pricing and kit configuration will vary by market.

HAVE ANY STUDIES BEEN CONDUCTED TO SUPPORT THE AGELOC ME CLAIMS?

ageLOC Me clinical studies are pending and we will share the results with you once we receive them.

WHO IS AGELOC SUITABLE FOR?

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

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 Support Services 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 a month's worth of product—30 doses of your Day Moisturizer and Night Moisturizer 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.

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

HOW SOON AFTER USING THE PRODUCTS WILL I SEE RESULTS?

We will release information regarding ageLOC Me product results following the clinical trials we conduct.

DOES AGELOC ME TREAT ACNE?

ageLOC Me was developed to target signs of skin aging 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 moisturizer.

DO AGELOC ME PRODUCTS INCLUDE SPF?

The Day Moisturizer 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 customized Day Moisturizer.

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-aging research have gone into creating ageLOC. The ageLOC Me Serums, Day Moisturizer, and Night Moisturizer incorporate the latest anti-aging science. They are the most sophisticated Nu Skin products to date and help prevent and minimize several signs of aging. 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 customized 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 CUSTOMIZABLE OPTIONS ARE THERE?

There are almost 2,000 possible regimen combinations for your customized products.

WHAT ARE THE AGELOC ME PRODUCTS?

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

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.