

New Compensation Plan Updates Global Stylist FAQ February 1, 2025

**FAQs are subject to change*

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Business Rules

Q: What is changing about the compensation plan?

A: The new plan simplifies the business structure by focusing on personal sales and enrollments. Stylists will now earn commissions and bonuses based on Personal Volume (PV) and Level 1 Volume, if applicable.

For more information, view the updated Compensation Plan At a Glance ([North America](#) | [Europe](#)).

Q: When does this take effect?

A: The new compensation model will take effect on March 1, 2025.

Q: Who is affected by the New Compensation Plan?

A: The New Compensation Plan applies to all existing and future Stylists in all global markets, namely, the United States, Canada, and the European Union.

Q: What will happen to my downline?

A: Your Level 1 Stylists, for whom you are the sponsor under the former plan, will remain as your Level 1. They will be reclassified as your personally sponsored Stylists under the new plan, and you will continue to earn commissions on their sales according to the new compensation plan. Anyone considered Level 2 or lower will no longer be part of your downline and will solely be part of their sponsor's Level 1.

Q: What will happen to the Stylists I enrolled and placed under another Stylist in my downline?

A: Stylists will remain with their current Sponsor. If you were the initial Enroller but placed the new Stylist under someone else in your downline, they remain under their sponsor. Placement and the difference between Enrollers and Sponsors will not be part of the new compensation plan.

Q: What will happen to the ranks and related requirements?

A: Career Ranks and Highest Ranks will no longer be part of this plan. In addition, Capped Group Volume, generations, and other rank- and downline-related bonuses will be discontinued. All participants will now be classified as Stylists regardless of their PV or enrollments.

Q: Am I automatically paid for my Level 1 Stylists?

A: Stylists will only be paid on their Level 1 when they achieve 300 in Personal Volume in a calendar month. If a stylist does not achieve 300 PV, they will only be paid for their personal sales, and are not eligible for bonuses on their Level 1 enrollees.

Different rules apply for Stylists who roll up to your Level 1 under the new compensation plan. Please refer to the Terminations/Roll-Ups section.

Q: Will I still be able to place new Stylists?

A: No. Anyone you enroll/sponsor will remain as your Level 1, and you will be their Sponsor. There are no restrictions on how "wide" your Level 1 can be.

Q: Will there still be a Jump Start Program?

A: Yes, the Jump Start Program will continue to be a bonus opportunity for new Stylists. However, it has undergone updates to reward early successes. The Jump Start Period and bonuses have been adjusted accordingly. Here's an overview of the revamped program:

- The length of the program will now be a new Stylist's join month plus the next two full months.
- New Stylists will be able to earn the following Jump Start Bonuses:

- Sales Bonus: Sell 500 PV in a calendar month, earn \$50 USD / \$68 CAD / €50
- Key Club Bonus: Achieve Key Club Status, earn \$50 USD / \$68 CAD / €50
- Key Club Consistency Bonus: Achieve Key Club Status TWICE, earn a one-time \$75 USD / \$102 CAD / €75

Please refer to the [Jump Start Flyer](#) ([North America](#) | [Europe](#)) for an overview of the program details.

Q: Will the New Stylist still be able to track their Jump Start progress in the Virtual Office?

A: Yes, there will still be a Jump Start tracker within the Virtual Office that will reflect the new program rules.

Q: What happens if I am in my Jump Start period as of March 1?

A: Stylists who are within their enrollment month, first full month, or second full month as of March 1 will automatically qualify to continue the program under the new rules. All bonuses associated with the old program will no longer be available. Instead, Stylists who are still participating in the Jump Start program under the new rules will be compensated based on their eligibility for the bonuses that can now be earned.

For instance, if a Stylist begins their second full month on March 1, they will have the entire month to earn the Sales Bonus and the Key Club Bonus. However, they won't qualify for the Key Club Consistency Bonus, which requires two months of participation from the program's establishment.

Q: What if I am past my second full month since enrollment when the new Jump Start Program takes effect?

A: If you are past your second full month as a Stylist as of March 1, your Jump Start period will be over as of March 1.

Q: Will the existing Starter Kit for new Enrollments still be available?

A: Stylists can still enroll by purchasing a physical Starter Kit. With this Compensation Plan change, an updated Starter Kit will be offered for \$49.99 USD / \$67.50 CAD / €49.99 EU and will earn the new Stylist 35 PV.

Q: Will the €1.00 European Digital Kit still be offered?

A: Yes. The European market will still be able to enroll with either the new €49.99 Starter Kit or the digital kit for €1.00 EU.

Q: Will my existing customers feel/notice the change? How will this affect them?

A: Current and future customers will not be affected by this New Compensation Plan change. Your loyal Color Street customers will still have access to the same great new and existing products that they know and love, and they will still be able to support you and your small business.

Q: Will Color Street have a guest checkout?

A: Yes—we are excited to launch this new feature, through which customers will be able to shop and checkout on their own through the Color Street website.

Q: Can someone sign up as a Stylist without a Stylist sponsor?

A: Currently, Color Street uses a lead generation tool in order to assign potential Stylists to an existing Stylist upline. This lead generation tool will still work this way should the user choose; however, they may also opt to join as a Stylist without an existing Stylist upline.

Q: Are Stylists still permitted to take part in vendor events?

A: Yes.

Commissions

Q: What are the new commission rates?

A: Base Retail Commissions are paid weekly and start at 25%. Enhanced Retail and Level 1 Commissions are paid monthly as follows:

Enhanced Retail Commission (Paid Monthly)

Personal Volume	Commissions on PV	Cumulative Total
500 - 1,799.99 PV	5%	5%
1,800 - 3,999.99 PV	5%	10%
4,000+ PV	5%	15%

Level 1 Commissions (Paid Monthly) - *Previously Level 1 Bonuses:*

- Earn 15% on the PV of your personally sponsored Level 1 Stylist's sales when you achieve 300 PV or more.

- Earn 15% off the PV of Stylists who rolled up to your Level 1 when you achieve 500 PV or more.

Q: Will bonuses paid from the former Compensation Plan be final, or will adjustments occur for returns or refunds after the new plan is live?

A: Yes. If a product is returned, refunded, or repurchased, any compensation previously paid to you for that product is considered unearned. Adjustments to commissions for unearned compensation, known as "clawbacks," will still occur under the new plan.

This includes bonuses from the former Compensation Plan, such as Generation Bonuses and Build Wide Build Smart Bonuses. Even after the plan changes, if these bonuses become unearned compensation, they will be deducted.

Q: What will the Commissions menu option in the Virtual Office display after the change?

A: The Commission section of the Virtual Office will no longer show metrics related to the former Compensation Plan.

- In the Commissions tab, only Earnings, Lifetime Earnings, and Personal Volume will remain, and the breakdown details will show Enhanced Retail Commissions and Level 1 bonuses.
- The historical Commissions tab will remain as is.
- The My Rank Advancement tab will become "My Goals" and show your progress towards achieving the Enhanced Retail Commission PV requirement and your Level 1 Bonus requirement.
- In the Volumes tab, Weekly Periods will remain as is. Columns such as Paid Rank, GV, and Capped GV will be removed from the Monthly Periods chart.

Terminations and Roll-Ups

Q: Will the same "Deactivation Due to Inactivity" rule apply, in which Stylists will be considered inactive after 6 months of no PV and subsequently terminated?

A: Color Street is implementing a new "12-month grace period" policy effective March 1, 2025, as follows:

- New Stylists can maintain their status as Stylists with zero PV for their first 12 months, which includes their enrollment month plus the following 11 months. During this "12-month grace period," they will not face termination. After this period, the 6-month

rule will apply, and a Stylist must earn greater than 1 PV in six consecutive months, or their account will be deactivated for inactivity.

- Existing Stylists who are within their initial 12 months as of March 1 will complete the balance of their "12-month grace period", after which the 6-month rule will apply as usual. Their 12-month grace period does not restart on March 1.
- Existing Stylists who are outside of their initial 12 months will automatically begin their 6-month period on March 1.
- Regardless of the above, E-Suite fees are still required on a monthly basis to prevent access to replicated website and the Virtual office.

Q: What is the new rule regarding Roll-Ups, considering there are no ranks?

A: When a Stylist's account is deactivated, their Level 1 Stylists will roll up to the next active upline sponsor. New sponsors are eligible to earn a 15% Level 1 bonus from those who rolled up to them, provided they achieve 500 PV in the month.

For example, if you (the Sponsor) have five Level 1 Stylists under you that you personally sponsored and three Stylists that rolled up to you from a terminated Stylist who was your Level 1, you will be paid 15% on those five Level 1 Stylists if you achieve 300 PV that month; however, you will not be paid for those 3 Stylists who rolled up to you unless you achieve 500 PV in that month.

Q: Will I be notified when a new Level 1 Stylist is rolled up to me?

A: There is not currently an automated Rollup email; however, Stylists will have a Rollup report in their Virtual Office.

Q: Will the customers from the Stylist who deactivated roll up to me as well?

A. Customers do not roll up.

Q: Under the new Compensation Plan, what is the course of action for terminating a Stylist account?

A: Following the updates to the Virtual Office to align with the new compensation plan, Stylists may terminate their Stylist Account by logging into their VO and navigating to the Account Settings. On this page, there will be an option to terminate the account. It is important to note that upon terminating your Stylist Account, you will forfeit any outstanding monthly commission payout; thus, any pending monthly commissions will not be disbursed following your cancellation date. Commissions accrued during the week before the cancellation will still be paid as per the corresponding weekly commission payout.

In the transition period before the changes take effect, Stylists may deactivate by contacting Customer Service at customerservice@colorstreet.com.

Q: If I choose to terminate my Stylist account, will I be able to re-enroll as a Stylist in the future?

A: The reactivation rule remains unchanged.

If the date your account was deactivated is less than six (6) months ago:

- You must reactivate with the same Enroller and Sponsor;
- You must pay a \$25 Reactivation Fee, which will be charged to the payment method on file;
- Your original Enrollment Date will not change. You will see two important dates on your file: an original enrollment date and the latest reactivation date;
- You will not be able to purchase a Starter Kit;
- Since your account is being reactivated, it will not count as a recruit for the Enroller.
- You can reactivate your account a maximum of three (3) times. After the third reactivation, you may not be accepted as an Independent Stylist in the future.

If the date your account was deactivated is more than six (6) months ago:

- You will be able to rejoin with any Enroller/Sponsor you choose;
- You will not be required to pay any reactivation fees;
- You must purchase a Starter Kit. (Purchase is optional in North Dakota);
- You will receive a new ID number, a new Enrollment Date
- Since you will be treated as a new Independent Stylist, your reactivation will count as a recruit for the Enroller

Recognition

Q: Will Color Street continue to recognize Stylists on a monthly and annual basis?

A: Yes. Color Street will continue to recognize Stylists under the new Compensation Plan for performance related to the updated programs and sales metrics. The general recognition program will be updated as business continues under the new plan.

Q: Will Color Street continue to send holiday gifts to previous Gold Leaders and above?

A: Color Street will no longer send physical gifts to Stylists of any rank.

Q: Will European Stylists paid as Gold Stylists in February still receive the Free Host Special?

A: No. The Free Host Special will be discontinued as ranks will no longer be part of the Compensation Plan, effective March 1.

Q: Will Color Street continue to send gifts for achieving Key Club?

A: Achieving Key Club, especially month over month, is a great way to grow your business and remain consistent. Because this behavior is so important, this program has been integrated into the newly revamped Jump Start Program to award cash bonuses to earners. For Stylists outside of their Jump Start period, Color Street will continue to recognize them in the Monthly Recognition Magazine and other manners as a fun surprise from time to time.

Q: Will we still have recognition emails for achieving Key Club and Rank Advancements?

A: Rank Advancement Emails for achieving a new rank for the first time will be eliminated, as there are no longer ranks within the compensation plan.

Key Club Emails for Stylists who achieve Key Club (500 PV and 1 New Stylist) in a calendar month will continue as before. Achievers will receive a congratulatory email once commissions close the following month.

Q: Is the Pin Program being canceled?

A: Yes. The decision aligns with the changes in the new Compensation Plan, which doesn't include career ranks.

Q: Why did some Stylists receive pins but others didn't?

A: The Pin Program has been phased out globally as part of these changes. Some pins were distributed as this program commenced earlier in the year prior to cancellation.

Q: I didn't receive my May 2024 pin — can I still get it?

A: No. Unfortunately, no additional pins will be distributed.

Calls and Communications

Q: Will we still have a monthly Kick-Off Email and mid-month Newsletter?

A: Yes, ongoing monthly emails and newsletters will continue as follows:

#1. Monthly Kick-Off Newsletter (US, Canada, European Union)

- *When: First day of every month.*

- *What: Contains kick-off videos, new and recurring incentives, and upcoming launches. In addition, be sure to check the Stylist Facebook page.*

#2. Mid-Month Newsletter (US & Canada)

- *When: 15th day of every month.*
- *What: Reiteration of recurring incentives and upcoming launches in the month's latter half.*

Q: Will the Official Color Street Stylist Group remain active?

A: Yes. The Home Office will continue to manage this Facebook group, along with the Canadian and EU Facebook groups, all of which will remain great places to receive Home Office updates and join the Stylist Community.

Q: Will we still have a Power Planning Call at the top of every month?

A: No. Most of the information in the monthly kick-off email will be simple and available in written form, there will be no need for a Kick-Off call.

Q: Will we still have a Virtual Work Party Call at the end of every month?

A: No. The mid-month newsletter details new or continuing promotions or incentives until the end of the month, so there is no need for a more in-depth monthly close call.

Q: Will a Leader's calls, including the Gold Leader + call, still occur twice a month?

A: No. All rank-based leader calls, including, but not limited to, the Gold Leader and above call, will be removed from the calendar, as those ranks will no longer exist.

Q: Will there be Teach Me Thursday calls?

A: No. Due to the simplicity of the business model, there will no longer be Teach Me Thursdays.

Q: Will we still have the Enrollment Edge Call with Melissa Soete?

A: Yes, the monthly Enrollment Edge with Melissa Soete will continue on an ad hoc basis until further notice. Beginning in February, the enroller and the new Stylist will be invited to the call. Starting in March, all Stylists globally will be invited to the call, regardless of whether they enrolled someone.

Q: Will there be a Stylist/Customer-facing Product Spotlight call?

A: Yes. We will continue to offer our Stylists and Customers a Product Spotlight call once a month on a Thursday (the exact Thursday per month may differ). This will be a call for Stylists;

we will then post the recording to the public Color Street Facebook page if applicable to Customers.

Q: Will the Gold Leader + and Silver Executive + Facebook Groups remain open?

A: No. Only the Official Color Street Stylist Group will remain open. Rank-specific Facebook groups managed by the Home Office will be closed.

Q: Will the February calls remain unchanged, or do these changes take effect immediately?

A: We will be making the transition to the new call cadence immediately. Please ensure you review the month-at-a-glance for February for details.

Q: Will we still have compensation plan-based emails (e.g., emails that pertain to Jump Start, roll-ups, etc)?

A: Stylists will get congratulatory Jump Start emails upon their achievements. Additionally, if they achieve Key Club in the prior month, they will receive a congratulatory Key Club email.

Q: New Stylists receive 13 emails within their first 90 days instructing them on the next steps. Will this email series/campaign continue?

A: Starting March 1, 2025, new Stylists will only receive one Welcome Email when they join. This email will give them all the necessary initial Stylist information and links to the new Compensation Plan.

Q: Will the Content Kit for promotions/launches still be emailed to Stylists on Wednesdays for Friday drops/promotions?

A: Based on Stylist feedback, Color Street will test a promotion/launch strategy that involves fewer new nail collection launches per month. We are still committed to launching new products and promotions throughout each month. In those cases, Stylists will receive the Content Kit via email shear of time. The Content Kit will be accessible in your VO→Stylists Assets→ Content Kit.

Q: When a promotion is available, will our customers still get the communication launching the promotion?

A: Yes. Customers will still receive the promotion flyer and email when a promotion applicable to them is launched.

Q: Will there still be Stylist-only promotions?

A: We will continue to do Stylist pre-launch promotions for new products, shade extensions, etc.

Q: Will Stylists still receive SMS messages?

A: Currently, the texting functionality is utilized only for call reminders for US & Canada Stylists only. Color Street will use this platform more frequently to message Stylists when a significant promotion/sale is about to drop. Make sure you are signed up for text alerts. Text COLORSTREET to 1-855-984-2555 to stay in the loop.

Virtual Office and App

Q: Will Stylists still have a Virtual Office?

A: Yes. There will still be a Virtual Office from which Stylists are encouraged to run their business, and the platform will be edited to accommodate the new Compensation Plan and business model.

Q: What documents, tools, and resources will still exist in the Virtual Office versus what Stylists will no longer have?

A: Many documents will be removed or edited to reflect the new business model. However, the following assets will be edited to reflect the new Compensation Plan. Should there no longer be a printed piece, they will state (Digital Only).

- Join Page on Website and VO
- Enrollment Form
- Stylist Agreement
- Policies & Procedures
- Income Disclosure Statement
- Disclaimers for the U.S.
- Stylist Launch Guide (Digital Only)
- Meet Color Street Brochure (Digital Only)
- Compensation Plan at a Glance and How to Earn
- Jump Start Flyer
- Core Catalog (Digital Only)

Resources that will be removed from the Resource Library/Stylist Assets:

- Rank Maps
- New Stylist Emails
- Event-related assets & FAQs
- Rank-related incentives & promotions assets & FAQs

- Leadership and coaching assets & FAQs

Q: What will the dashboard look like now?

A: The Stylist Dashboard in the Virtual Office will be more streamlined to show personal goals such as PV thresholds, your new Level 1 enrollment, and Key Club.

Q: Hot Off the Press was just launched. Will this section of the VO Dashboard remain for business updates?

A: Hot Of The Press will continue to be a place for the Stylist to receive relevant business updates. This area will be updated every Monday and Friday as needed (varying if urgent) with business news such as out-of-stock items, Shipping Updates, Office Closures, and notifications of FAQ updates. As stated, this is "coming soon."

Q: What metrics/reports will Stylists have access to versus which will be removed?

A: The following reports and widgets will no longer be accessible:

- Stock Updates widget
- Team Enrollments widget
- Within the Important Links widget:
 - Print Shop
 - Color Boutique
 - Conference Registration
- Organization menu option:
 - Graphical Tree View
 - Rank and Recognition
 - Enrollments:
 - Personally Enrolled
 - Downline Enrollments
 - Road to Gold
 - EU Fast Track Bonus
 - Volume Reports:
 - Volume by Leg
 - Volume by Level
 - Volume by Generation

The following reports will be edited to reflect the new rules:

- Commissions menu option (refer to Q: What will the Commissions menu option in the Virtual Office display moving forward?)
- Organization menu option

- Downline Report will display personal and Level 1 information
- Custom Report will display personal and Level 1 information
- Volume Reports:
 - Volume By Date will be the only report available and will display personal and Level 1 information
- Enrollments:
 - Jump Start will display updated rules

Q: Will Color Street still have a mobile app? (North America only)

A: We are excited to announce that Color Street will be debuting a new, streamlined, more user-friendly App in the US and Canada for Stylists to run their Color Street businesses! Stay tuned for an official launch date.

Q: Will Stylists still have a replicated website?

A: Yes.

Q: Will there still be a monthly e-suite fee of \$9.95 USD / \$13.50 CAD / €9.95 EU?

A: Effective March 1, the monthly e-suite fee will be reduced to \$5.00 USD / \$6.75 CAD / €5.00

Please note:

- Value-Added Tax (VAT) may fluctuate depending on the specific country. The final price may vary based on the taxes or VAT applicable to your shipping address.
- The e-suite fee will be charged on the 15th of each month.

Non-Payment Policy:

- If payment is not received, access to your replicated website URL will be disabled for shopping.
- Access to the Virtual Office (VO) will also be suspended until the payment is processed.

Payment Management:

- Payments can be updated or modified at any time through the Virtual Office.
- If your payment method is declined, any Color Play Subscription Orders will be marked as having a declined status.
- Deadline for Payment: If payment is not received by the 1st of the next month, all Color Play subscriptions will roll up to the next active upline in good standing.

Events

Q: What happens to the planned three events: Conference 2025, Destination Color 2025, and Welcome Home Group 2?

A: Please use this link to take you to the detailed FAQ for each of these events ([North America](#) | [Europe](#)):

- Conference 2025 FAQ
- Destination Color 2025 FAQ
- Welcome Home Group 2 FAQ (North America Only)

Q: Qualifications for Destination Global ended in December. Will the event still happen?

A: No, there were no qualifiers for this event, so this trip will not take place, irrespective of the New Compensation Plan.

Q: Will Color Street offer any future events or earned incentives/trips for Stylists?

A: Currently, there are no plans to launch trips or events for Stylists; however, this does not rule out the possibility of future trips that could be earned for those who meet defined criteria.

Q: What about Opportunity Roadshows like Color Pop and Spark Tour, geared toward appealing to customers? Can Stylists and customers expect to see those in the future?

A: While we recognize the value of hosting more roadshows to engage existing and potential customers, we do not currently have any scheduled events.

Programs

Q: How will Color Play be affected by the new Compensation Plan?

A: The Color Play Subscription program will remain as-is. There will be no changes to how customers subscribe and participate in the program. Only Stylists will be able to subscribe customers to the program. Customers cannot sign up for the program without a Stylist.

Q: What type of “onboarding” program will be offered to New Stylists?

A: Color Street currently offers an onboarding video series called “Rise and Shine.” This program is available in the current version of the app. However, it will only be available until March 1, 2025, as the information is not aligned with the new Compensation Plan.

Q: Are Beauty Socials still part of the new business model?

A: Yes. We encourage Stylists to continue hosting themselves and find non-Stylist Hosts to hold Beauty Social events. This is still a great way to showcase Color Street products and find new customers and Stylists to join your community.

Q: Will the Host Rewards thresholds remain the same?

A: Yes. There are no changes to the existing Beauty Social program or subsequent Beauty Social Sales thresholds, Host Credit percentages, or the amount of half-priced items. Free shipping on Host orders and booking credit opportunities will also remain the same.

Q: What will happen to the "Hall of Fame: Legacy Program"?

A: This program will no longer continue because ranks were discontinued within the company's first ten years of existence.

Q: In 2023, Color Street launched the opportunity to earn being a part of the CEO Circle. Will the ability to earn this program be offered again?

A: The CEO Circle program will not be renewed for a second year. We are very grateful and appreciative of the 25 Stylists who earned and made colorful contributions to the business over the last year. The existing CEO Circle will continue as planned until June 30, 2025. Stylists within the program will continue to be advisors as requested and needed. Previously planned calls will remain on the calendar.

Q: Will Stylists still be able to earn Key Club?

A: Key Club will remain an integral part of the duplication model at Color Street. Stylists will still see the Key Club widget and be recognized in the monthly magazine for achievement. As mentioned in the Recognition and Email Section, congratulatory emails and gifts (at random) will still remain.

Q: Will the Color Street Guarantee still be offered?

A: No, this program will no longer exist.

Q: Can customers still take part in the Buy 3, Get 1 Free promotion?

A: This evergreen promotion/program will still exist and customers will be able to buy 3 nail strips and get 1 nail strip free when they purchase from the Color Street website.

Q: Will the European Fast Track Rank Promotion Bonus and the Level 1 Sponsor Bonus Incentive continue to run until the end of March?

A: Due to the new rules, the Fast Track Rank Promotion and the Level 1 Sponsor Bonus will no longer apply starting in March.

New Selling Strategies

Q: What is omni-channel?

Omni-channel is a customer-centric strategy that integrates all channels to provide a unified and consistent brand experience on shelves, e-commerce platforms, and the Color Street website. This approach allows customers to interact seamlessly with the brand across various platforms, enhancing their overall experience and brand consistency. In relation to Color Street, we will focus on building the brand's presence on Amazon, using influencer strategies to attract new customers to the Color Street website, and ultimately engage with retail partners.

Q: What does Influencer Marketing mean?

A: Influencer marketing is a form of marketing that focuses on using social media influencers, to promote a brand, product, or service. These influencers typically have large followings on social media platforms like Instagram, YouTube, TikTok, or Twitter, and trusted figures within specific niches or industries.

Q: Will the influencers receive commissions like Stylists do?

A: Influencer compensation varies, including a percentage of sales converted and/or paid for sharing with their followers. Payment will vary by campaign and depending on the popularity and followers of influencers.

Q: Can a Stylist be an Influencer?

A: Color Street will engage influencers and invite them to participate through standard platforms for influencer collaboration. Influencers who desire to become Stylists may do so.

Q: How long will Influencer Marketing last?

A: Influencers will promote Color Street starting immediately. This year-long initiative is part of our ongoing omni-channel marketing program.

Q: Is it still true that Stylists cannot pay for Ads?

A: Color Street's Policies and Procedures still prohibit Stylists from paying for advertising.

Q: Will the entire catalog of products be offered on Amazon?

A: We are starting with 40 core nail SKUs only.

Q: Will the prices for the products be the same as those currently offered by Stylists?

A: Our Stylists will have the best offerings and pricing. Amazon pricing will be 40% higher than that of Color Street. The "Buy 3 and get 1 free" promotion is unavailable on Amazon. This

ensures that even with free shipping and considering B3G1, customers will continue receiving a better price when shopping with a Color Street Stylist.

Q: Will we sell the products on Amazon.com, Amazon.ca, and Amazon in European countries?

A: Color Street products will be available in the USA.

Q: What is the return policy for purchases made through Amazon?

A: The standard return policy applies to all Amazon sales.

Q: Will Amazon Prime members get free shipping?

A: Yes.

Q: What retailers will consumers find the Color Street Products?

A: Color Street is actively working towards expanding into select retail chains. We do not anticipate any retail availability until after 2025.

Q: Will Stylists be able to market and sell other brands, including but not limited to, other products sold within the Direct Selling space?

A: Yes, as per the new policies and procedures Stylists will have the ability to make Color Street one of multiple products they may earn commissions on within a person's portfolio so long as the products are not considered competitive. For example other beauty products such as makeup, and nail products. Please refer to the Policies and Procedures for full details.