

COLORSTREET

Compensation Plan Updates

Global Stylist FAQ

May 30, 2025

FAQs are subject to change

CATEGORIES

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Business Rules

Q: What is changing about the compensation plan?

A: The new plan awards enhanced retail commissions sooner, starting at 250 PV, with smaller, more achievable steps to reach higher earnings. Stylists will reach the maximum 40% retail commissions at 3,000 PV. Plus, Stylists are also now able to earn Level Commissions on 3 Levels if they meet monthly requirements.

For more information, view the updated Compensation Plan documents:

- [US & Canada Compensation Plans](#)
- [EU Compensation Plan](#)

Q: When does this take effect?

A: The new compensation plan updates will take effect on July 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.

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Q: Who is considered your L1?

A: All Stylists on your first level were classified as personally sponsored on March 1, 2025 and will remain as personally sponsored. Any new Stylists enrolled since March 1, 2025, are also considered personally sponsored. Any rollups that occurred on or after March 1, 2025, will be considered rolled up.

Q: Who is considered your L2 and L3?

A: Your Level 2 (L2) includes anyone personally sponsored by your Level 1 (L1) as of March 1, 2025, and anyone they've personally enrolled since. Your Level 3 (L3) includes anyone personally sponsored by your L2 as of March 1, 2025, and anyone they've enrolled since that date.

Any Stylists who moved to your L2 or L3 through a rollup on or after March 1, 2025, are considered rolled up.

Q: In the previous compensation plan, Stylists only had an L1. Does this mean we have to start over building an L2 and L3?

A: All Stylists had an L1, and those L1s also had an L1 (your L2). Your L2s had an L1, also known as your L3. Before this plan update, Stylists will not have visibility into L2s and L3s, nor was there the opportunity to earn commissions on their PV. Going forward, if you had a previously existing L2 and L3, you will begin to earn Level Commissions on their PV from July 1, 2025 if you meet the criteria to unlock the commissions. Any future personally enrolled or rollups will also be reflected in your L1, L2, or L3 depending on which level they are on.

Q: Am I automatically paid for my Level 1, 2, and 3 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 own PV, and are not eligible for commissions on their Level 1 enrollees.

- To be paid on Level 2 and Level 3, Stylists must achieve 500 in Personal Volume in a calendar month.
- For Stylists who roll up to your Level 1, 2, or 3 under the new compensation plan, you must achieve 500 in Personal Volume in a calendar month.

For more information, please refer to the [Commissions](#) section.

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Q: Will I 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. Please refer to the [Jump Start Flyer](#) included in your Compensation Plan document ([US & Canada Compensation Plans](#), [EU Compensation Plan](#)) for an overview of the program details.

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

A: Stylists can still enroll by purchasing a physical Starter Kit. The Starter Kit will continue to be offered for \$49.99 USD / \$67.50 CAD / €49.99 EU and 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.

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Commissions

Q: What are the new commission rates?

A: Base Retail Commissions are paid weekly at 25% on your Personal Volume (PV). Enhanced Retail Commissions are paid monthly when a Stylist achieves 250 PV and above in a calendar month, for a cumulative maximum of 40%.

Retail Commissions:

PV	Base Retail Commission (Weekly)	Enhanced Retail Commission (Monthly)	Cumulative Total
0 - 249	25%	0%	25%
250 - 499	25%	2.5%	27.5%
500 - 749	25%	5%	30%
750 - 999	25%	7.5%	32.7%
1000 - 1999	25%	10%	35%
2000 - 2999	25%	12.5%	37.5%
3000+	25%	15%	40%

Level Commissions are paid monthly on up to three levels on the Personal Volume of those in your community. Unlock 15% on your personally sponsored L1 at 300 PV in a given month. Unlock 15% on rollups and an additional 3% on L2, and 2% on L3 when you achieve 500 PV in a given month.

Level Commissions:

Level	Commission	PV to Unlock Commission on Personally Sponsored	PV to Unlock Commission on Roll-Ups
L1	15%	300+	500+

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Level	Commission	PV to Unlock Commission on Personally Sponsored	PV to Unlock Commission on Roll-Ups
L2	3%	500+	500+
L3	2%	500+	500+

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.

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

A: The Commission section of the Virtual Office will be as follows:

- 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, 2 and 3 commissions.
 - 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, 2, and 3 commission requirement.
 - In the Volumes tab, Weekly Periods will remain as is.
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Terminations/Roll-Ups

Q: Will the same “Deactivation Due to Inactivity” rule apply under the new Compensation Plan?

A: Color Street’s new “12-month grace period” policy effective March 1, 2025, continues 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 in 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 did not restart on March 1.
- Existing Stylists who are outside of their initial 12 months automatically began their 6-month period on March 1.
- Regardless of the above, e-suite fees are still required on a monthly basis to maintain 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.

Stylists will be eligible for 3% on their L2 and 2% on the L3, provided they achieve 500PV regardless of whether they have rolled up or not.

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Q: Will I be notified when a new Level 1, 2 or 3 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. Any personally enrolled Stylists and Stylists in your community (3 Levels) will roll up to the next active upline permanently.

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.
- Any previously enrolled Stylists and Stylists in your community (3 Levels) will not be restored as they have rolled up to someone else.

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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 new enrollment for the Enroller
 - Any previously enrolled Stylists and Stylists in your community (3 Levels) will not be restored as they have rolled up to someone else.
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Virtual Office/App

Q: What documents, tools, and resources will exist in the Virtual Office with these Compensation Plan updates?

A: 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?

A: The Stylist Dashboard in the Virtual Office will show personal goals such as PV thresholds, your new Level 1, 2 or 3 enrollments, and Key Club.

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

A: Hot Off 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.”

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Q: Will the graphical tree be returning?

A: Yes, the graphical tree view will return providing access to your personal information and the information for those in your community on 3 levels.

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 information and information for 3 levels.
 - Custom Report will display personal information and information for 3 levels.
 - Volume Reports:
 - Volume By Date will be the only report available and will display personal information and information for 3 levels.

Q: Will Color Street still have a mobile app?

A: Yes, the existing App will continue to be available.

Q: Will Stylists still have a replicated website?

A: Yes.

Q: Will there still be a monthly e-suite fee of \$5.00 USD / \$6.75 CAD / €5.00 EU?

A: Yes, monthly e-suite fees will continue as-is.

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.

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- If your payment method is declined, any Color Play Club 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 Club subscriptions will roll up to the next active upline in good standing.
- If a Stylist's credit card expires or a payment is declined, an email will automatically be sent prompting to update the payment information in the VO.

Q: Is there a PayPortal fee to access, review, and manage commissions?

A: Yes, a monthly fee of \$2 USD / \$2.50 CAD / €2 will be deducted from any earned monthly commission deposits. There is no fee for weekly commission payments. You can make unlimited transfers to your cash-out methods.

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Programs

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

A: The Color Play Club Subscription program will remain as is. There will be no changes to how customers subscribe and participate in the program.

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

A: Yes. We encourage Stylists to continue hosting themselves and finding 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: 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: Can customers still take part in the *buy 3, get 1 free* offer?

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