

Product Testimonial Guidelines



01/23/2020

OVERVIEW

High-quality testimonials regarding the performance, benefits, efficacy, or safety of any product can have a positive impact on potential customers or sales leaders.

As a Brand Affiliate, you represent Nu Skin. It is imperative for testimonials to be truthful and not misleading, and to be consistent with Nu Skin's image and brand standards. Testimonials must disclose important facts that are relevant to consumers making a buying decision. To do so, Brand Affiliates must continually educate themselves on approved claims which can be found on the Product Information Page on Nu Skin's website.

TO MAKE SURE YOUR TESTIMONIALS MEET OUR GLOBAL MARKETING STANDARDS PRIOR TO USE, PLEASE FOLLOW THE BASIC GUIDELINES OUTLINED HERE AS WELL AS OUR DETAILED POLICIES AND PROCEDURES. PLEASE ONLY USE TESTIMONIALS THAT MEET THESE GUIDELINES.

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SUMMARY

Nu Skin Key Messaging Principles

TODAY'S AUDIENCES CAN BE SKEPTICAL ABOUT PRODUCT CLAIMS, OPPORTUNITY CLAIMS, THE DIRECT SELLING INDUSTRY AS A WHOLE, AND THEIR ABILITY TO THRIVE IN THIS BUSINESS MODEL.

KEEP THEIR PERSPECTIVE IN MIND WHEN COMMUNICATING WITH THEM.

BECAUSE THEY OFTEN THINK MESSAGES ARE...

ALWAYS TAKE CARE TO...

“Too good to be true”

KEEP IT REAL
be straightforward
and don't overstate



“Too little information”

BACK IT UP
Provide specifics that
alleviate concerns



“Too much too soon”

EASE THEM IN
Meet your audience
where they are today



Nu Skin Global Standard

WE ARE COMMITTED TO THE HIGHEST STANDARDS OF ETHICAL AND HONEST BEHAVIOR, INCLUDING IN THE CLAIMS OUR BRAND AFFILIATES MAKE REGARDING OUR PRODUCTS AND BUSINESS OPPORTUNITY.

USING ONLY APPROVED CLAIMS IS ESSENTIAL TO MAINTAINING OUR REPUTATION AND PROMOTING A HEALTHY AND GROWING BUSINESS.

*WHY?

All of our products have clinically substantiated benefits and legal requirements that govern allowable claims. These regulations limit claims to those that are consistent with our substantiation AND that most consumers would experience.

- 1 BE HONEST**
Claims must be complete, truthful, and not misleading. Nu Skin products are cosmetics that may help provide a more youthful appearance, but not make a person younger, live longer, “remove,” “reduce,” or “eliminate” health conditions.
- 2 FOLLOW THE COMPANY PRODUCT CLAIMS**
All claims must be consistent with the applicable Nu Skin Product Information Page, marketing and training guidelines that govern the product. Additionally, Nu Skin products are not an alternative or substitute for cosmetic or medical procedures performed by a professional and should not be compared to products or surgical procedures like Botox, collagen fillers, laser resurfacing, or the like.
- 3 EVEN SOME TRUTHFUL CLAIMS ARE NOT COMPLIANT IF THEY ARE NOT TYPICAL OR APPROVED BY THE COMPANY**
Even if true, a personal testimonial, product experience, or claim is not allowed if it is inconsistent with the applicable Nu Skin marketing materials.*
- 4 COMPLY WITH ADMINISTRATIVE ORDER NO. 2001-0008 OF THE DEPARTMENT OF HEALTH**
Administrative Order No. 2010-0008 of the Department of Health requires that all advertisements and promotions involving Pharmanex products (with the exception of Vitameal and ageLOC TR90 Trimshakes if sold separately from Packages/Systems containing other Pharmanex products) must include this disclosure “MAHALAGANG PAALALA: ANG (NAME OF PRODUCT) AY HINDI GAMOT AT HINDI DAPAT GAMITING PANGGAMOT SA ANUMANG URI NG SAKIT” in Filipino language even though a different language may be used in the advertisements and promotions.



Written Product Testimonials

PRODUCT TESTIMONIALS, EVEN IF TRUE, MUST **NOT** CLAIM THAT A PRODUCT WILL DIAGNOSE, TREAT, CURE, OR PREVENT ANY DISEASE OR HEALTH CONDITION* – PRODUCT TESTIMONIALS **SHOULD** FOCUS ON PRODUCT BENEFITS, APPROVED CLAIMS, AND TYPICAL RESULTS WHILE FOLLOWING THESE GUIDELINES:

*WHY:

NU SKIN CONDUCTS SCIENTIFIC CLINICAL RESEARCH TO SUBSTANTIATE OUR PRODUCTS. IN A REGULATED INDUSTRY IT IS IMPORTANT TO ONLY MAKE CLAIMS THAT ARE LEGAL AND THAT WE CAN PROVE.

- 1 Must contain the name of the product
- 2 Must only make approved product claims
Only use material found in Nu Skin's Product Information Pages.
- 3 Must include your name and market
- 4 Must disclose that you are a Brand Affiliate

DEPARTMENT OF HEALTH

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APPROVED PRODUCT TESTIMONIAL THAT IS TRUTHFUL AND **CONSISTENT** WITH CORPORATE CLAIMS

I am so excited about this! ...Give oily, lifeless hair a burst of life with Nu Skin Revive Dry Shampoo. This light formula adds volume and immediately re-energizes your look by absorbing excess oil from your hair. It's talc-free and contains natural ingredients, like kaolin, to support your style without harming your hair or skin. Perfect for when you're on-the-go, working hard, or taking a much-deserved vacation, use Revive Dry Shampoo between washes to give your hair that voluminous, just washed finish. #sponsored



IMPROPER PRODUCT TESTIMONIAL THAT MAY BE TRUTHFUL BUT **NOT CONSISTENT** WITH CORPORATE CLAIMS

This is the most amazing thing ever! For 20 years, I have had back pain. After using R2 for 4-5 months, it's gone. For me, that is a miracle... I sleep better, wake up refreshed and ready to go! I've even started training for my first 5k, something my doctor told me I could forget about! Never say never! Thank you Pharmanex for this amazing product!! ❤️❤️❤️

Before & After Photos

BEFORE AND AFTER PHOTOS ARE POWERFUL TOOLS THAT SHOW THE POSITIVE IMPACT NU SKIN PRODUCTS CAN HAVE FOR THE TYPICAL CONSUMER. HOWEVER, THEY ARE CONSIDERED “PRODUCT PERFORMANCE CLAIMS” AND, THEREFORE, NEED TO FOLLOW THESE GUIDELINES:

1 In before and after photos, the following must be consistent:

- Lighting
- Clothing
- Background
- Makeup (should be minimal, if any)
- Clarity and resolution

Your body position, pose, angle of face, and facial expression

2 Photos must accurately depict benefits that may be achieved by a typical consumer using the product.

3 Photos must only support legally approved product claims. (These claims can be found in the Product Information Page.)

APPROVED CLAIM TESTIMONIAL



IMPROPER DISEASE CLAIM TESTIMONIAL



All approved before and after photos are posted in our regional Flickr account (<https://www.flickr.com/photos/nuskinsea/>).

Before & After Photos

4 Photos must be accompanied by a caption that indicates what products you used, how long you used the products, how often you applied the products, your name (first name and last initial is fine), and market. You must disclose that you are a Nu Skin Brand Affiliate if your intention is to publicize Nu Skin products.

5 In photos that show weight loss product results or any Spa results, you should be a good example of Nu Skin's brand, image, and high standards. You must be dressed modestly and appropriately for the type of product you are highlighting.

Women should wear tasteful swimsuits or workout clothing.

Men should wear workout clothing or swim trunks.

Excessively suggestive photos or those revealing too much skin do not meet Global Marketing standards.

6 For all before and after pictures, including half-face demos and body shots where you treated only one side, it's helpful to include arrows that point out the areas of improvement.

7 Your photos must be original and not retouched or modified.

8 Obtain copyright permission before using any photos that are not your own and do not use celebrity or other company trademarks without permission.

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IMPROPER PRODUCT CLAIM



IMPROPER PRODUCT CLAIM DUE TO INAPPROPRIATE LIGHTING, CAMERA ANGLE, OR



Video Testimonials

VIDEO TESTIMONIALS SHOULD FOLLOW THE SAME REQUIREMENTS AS THE OTHER TESTIMONIALS, WITH A FEW ADDITIONAL GUIDELINES:

- 1 Wear appropriate professional clothing (business casual or business dress) that represents the Nu Skin brand standards.
- 2 Pull back or style your hair so that it doesn't cover your face.
- 3 Wear appropriate makeup to match the Nu Skin brand (fresh, clean, and healthy looking, not overdone).
- 4 Use sufficient lighting.
- 5 Obtain copyright permission before using any videos that are not your own and do not use celebrity or other company trademarks without permission.
- 6 Follow the approved product testimonial guidelines in all videos.

APPROVED VIDEO TESTIMONIAL EXAMPLES



Guidelines Summary*

- 1 Always be truthful and never misleading.
- 2 Photos and videos should be consistent with Nu Skin's prestige brand standards and image—clean, tasteful, youthful, and aspirational.
- 3 Disclose that you are a Nu Skin Brand Affiliate
- 4 Product testimonials should only claim benefits consistent with Nu Skin's substantiated and approved product benefits and must comply with Administrative Order No. 2010-0008 of the Department of Health
- 5 Refer to Nu Skin marketing materials and Product Information Pages as a guideline for product claims.
- 6 Provide a realistic and accurate portrayal of product efficacy and benefits that most consumers may experience.

- 7 Product testimonials should not claim that a product will treat, cure, or prevent any disease or health condition or that the product cured your own ailment—even if true.
- 8 Before/after photos must be original, not retouched or modified, and use consistent lighting, camera angles, and resolution.
- 9 Photos and videos should not portray results that are outrageous, extreme, or “too good to be true” as they may not be substantiated or reflect a typical consumer's experience.
- 10 Obtain copyright permission before using any photos or videos that are not your own and do not use celebrity or other company trademarks without permission.

*These guidelines are a summary only and may change from time to time. For more detail, please refer to Nu Skin's Policies and Procedures or contact Nu Skin.

APPROVED CLAIMS



Powerlips Fluid uses skin-conditioning ingredients. You'll love how long this product lasts on the lips! Powerlips Fluid is a smudge-resistant formula that stays put and feels weightless! #sponsored



My favorite facial serum:
Nu Skin ageLOC Tru Face Essence Ultra
Featuring the power of Ethocyn® - clinically proven to improve the key component of firm skin! It helps contour and firm the skin for a more youthful appearance by increasing skin resiliency around the eyes, neck, chin, and jawline... Protection from oxidative stress and feels so good!



- Skin benefits --
- ✓ Exfoliates dead skin cells
 - ✓ Draws out impurities and toxins
 - ✓ Has an amazing amount of skin-beneficial minerals, including zinc
 - ✓ Softens and purifies skin without robbing precious moisture
 - ✓ Skin purifying
 - ✓ Contains copper that helps improve skin strength
- ♥ Get yours today! PM me for orders!
■ #nsbrandaffiliate

