

# Product Testimonial Guidelines



## 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 Nu Skin's website.

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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. VIOLATION OF THESE GUIDELINES WILL DAMAGE NU SKIN'S REPUTATION AND MAY RESULT IN THE ACTIONS TAKEN BY NU SKIN PURSUANT TO POLICIES AND PROCEDURES.

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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.



# 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 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.\*



# 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 marketing material
- 3 Must include your name and market
- 4 Must disclose that you are a Brand Affiliate

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



**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 n❤️❤️❤️ 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!!**

# 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.

## 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 distributor.

4 Product testimonials should only claim benefits consistent with Nu Skin's substantiated and approved product benefits.

5 Refer to Nu Skin marketing materials 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 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.

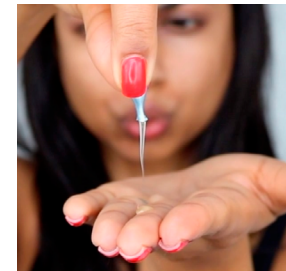
9 Obtain copyright permission before using any photos or videos that are not your own and do not use celebrity or other company trademarks without permission.

\*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!  
■ #nsdistributor

