

Color Play Club FAQ

Color Play Subscription Program FAQ

FAQs are subject to change

Q. WHAT IS COLOR PLAY CLUB?

A. Color Play Club is the new name for the Color Play Subscription Program, which now includes an exclusive rewards and perks program available to all active Color Play Club subscribers. Members receive special benefits such as Product Credits that reward confirmed orders and consistent purchases, birthday Product Credit, and access to a members-only shopping category. It's designed to reward consistency and celebrate our most loyal and consistent customers!

Q. WHAT ARE THE NEW PERKS OF THE COLOR PLAY CLUB?

A. As a Color Play Club member, you'll enjoy the same curated subscription experience PLUS exciting new perks designed to reward your loyalty:

- Monthly curated delivery of exclusive nail strips with endless design possibilities—mix and match for a stunning custom nail look.
- *NEW!* \$5 USD / \$7 CAD Product Credit for each confirmed Color Play Club order, awarded after your subscription payment is processed (limit one per month).
- *NEW!* \$10 USD / \$13 CAD Birthday Product Credit, delivered to your inbox on your birthday.
- *NEW!* \$15 USD / \$20 CAD Loyalty Product Credit for every 3 *consecutive* months of fulfilled Color Play Club orders.
- *NEW!* Access to a members-only Color Play Club shopping category with exclusive products and swag.

These perks are our way of saying thanks for being a part of the Color Play Club experience!

Q. APART FROM THE NEW PERKS, ARE THERE ANY ADDITIONAL UPDATES TO THE COLOR PLAY CLUB?

A. With the launch of the enhanced Color Play Club, one element from the previous program has been removed. Free bonus items will no longer be included in each subscription order. The free item has been replaced with a much more user-friendly monthly \$5 / \$7 CAD Product Credit to come back and shop for more amazing Color Street favorites at your leisure! This change allows us to introduce a more robust and rewarding experience through exclusive perks like monthly Product Credits, birthday rewards, and access to members-only products—all designed to deliver even greater value to our subscribers.

Q. WHICH MARKETS IS COLOR PLAY CLUB AVAILABLE IN?

A. Color Play Club is available for subscribers in North America (US and Canada).

Q. WHEN DID THE COLOR PLAY CLUB PROGRAM BEGIN?

A. The Color Play Club Program began June 1, 2025. All customers who were signed up for the previous version of the subscription program (“Color Play”) were automatically enrolled in the new Color Play Club loyalty program. Members can update their profile with their birthday to be eligible for birthday rewards.

Q. WILL PREVIOUS COLOR PLAY SUBSCRIBERS GET AN EMAIL NOTIFICATION PROMPTING THEM TO UPDATE THEIR SETTINGS TO INCLUDE THEIR BIRTHDAY? HOW WILL USERS BE ABLE TO UPDATE THEIR BIRTHDAY?

A. No, subscribers under the previous program will not receive an email prompting them to add their birthday if they haven't done so already. They may add their birthdays using the following methods:

- If a user has an existing Color Play Club subscription but has not entered birthday details, a pop-up will appear when they visit their Subscription Management page prompting them to add their birthday.
- If a user has not entered birthday details and they visit the Manage Subscription page, they will have the option to add their birthday under “Subscription Details” and above “Shipping Address.”

- When someone signs up for Color Play through a personal website, they will have the option to add their birthday under “Subscription Details” and above “Shipping Address.”

Q. HOW MUCH IS THE MONTHLY COLOR PLAY CLUB ORDER?

A. Each order is \$30 USD / \$45 CAD. This price includes the contents and shipping costs. Tax is not included in this pricing, and is based on the shipping address.

Q. WHAT IS INCLUDED IN THE COLOR PLAY CLUB SHIPMENT?

A. Each order includes exclusive nail strips that you can't find anywhere else and a brochure of the month's suggested mix-and-match nail looks.

Q. DO I HAVE TO PURCHASE THE COLOR PLAY CLUB SELECTION EACH MONTH? HOW DO I OPT OUT OF NEXT MONTH'S ORDER, AND WHEN IS THE DEADLINE FOR DOING SO?

A. No. Subscribers are not required to purchase every month—the program is flexible. A Subscription Management menu is available in account settings. Within this menu, users can edit their address and payment method, skip monthly orders, or cancel their subscriptions. Changes to an existing subscription must be made before 12 AM CT on the 25th of the month.

Q. IS THERE A LIMIT TO HOW MANY MONTHS CAN BE SKIPPED?

A. Yes. Subscribers who skip 5 consecutive months will receive an email reminder outlining the benefits and perks of Color Play Club and a notification that skipping a 6th month will result in the loss of subscriber benefits. After the 6th consecutive skipped order, subscribers will be unsubscribed from the program and must re-subscribe to start a new subscription.

Q. CAN I SKIP THE FIRST MONTH'S ORDER?

A. New Color Play Club subscribers are not permitted to skip their first order. The first order must be processed and delivered in order to unlock perks and benefits, including the exclusive shop portal. Membership to Color Play Club begins when the first monthly order is processed, regardless of when the user initially subscribes. There is, however, one perk exception: Color Play Club enrollees who enter their birthday before 2 AM CT on their date of

birth will be eligible for the \$10 USD / \$13 CAD Birthday Product Credit, regardless of whether or not their first order has been processed.

Q. WHEN WILL THE MONTHLY SUBSCRIPTION ORDER BE SHIPPED?

A. Confirmed orders will ship the second week of each month.

Q. HOW CAN I UPDATE MY SHIPPING ADDRESS?

A. To update the shipping address for your Color Play Club subscription:

- Log in to your Account via colorstreet.com
- Go to Account Settings
- Click on Color Play Subscription
- Select the My Subscription button (pink button)
- Update your address details as needed
- Click Save Changes to confirm and apply your updates

Be sure to make any changes before the 25th of the month to ensure they apply to your upcoming order.

Q. CAN YOU SIGN UP FOR A COLOR PLAY CLUB SUBSCRIPTION USING PAYPAL, KLARNA, SPLIT PAYMENTS, REGULAR GIFT CARDS, OR COLOR STREET E-GIFT CARDS?

A. No. Because monthly subscriptions are a recurring charge, only credit cards and debit cards will be accepted.

Q. WHEN IS THE DEADLINE TO SIGN UP TO RECEIVE THE FOLLOWING MONTH'S SELECTION?

A. To receive the next month's subscription, new subscribers must sign up for the Color Play Club Subscription Program on or before the last day of the current month.

Q. WHAT IS THE RETURN POLICY FOR SUBSCRIPTION ORDERS?

A. Color Play Club orders are nonrefundable. If you receive a shipment with missing or damaged items, please contact Customer Service as soon as possible. To skip an upcoming

shipment or cancel your subscription for future orders, adjust your preferences in the Color Play section of your account settings before the 25th of each month.

Q. CAN YOU SUBSCRIBE TO COLOR PLAY CLUB WITHOUT A STYLIST?

A. Yes.

Q. CAN A CUSTOMER CANCEL THEIR SUBSCRIPTION AND RE-ENROLL IN THE PROGRAM UNDER A DIFFERENT STYLIST OR NOT WITH A STYLIST AT ALL?

A. Yes, however, any unused Product Credits accrued through their original subscription will be forfeited with the cancellation.

Q. WILL ALL MONTHLY SUBSCRIPTION ORDERS OFFER THE SAME VALUE IN TERMS OF INCLUDED ITEMS?

A. While the exact value may vary slightly month to month, the total value of all items included in each order falls within a standard range that exceeds the final cost of the monthly subscription.

Q. CAN I HAVE MORE THAN ONE COLOR PLAY CLUB SUBSCRIPTION?

A. No. Subscriptions are limited to 1 per person.

Q. CAN I START PURCHASING FROM THE EXCLUSIVE MEMBERS-ONLY AREA IMMEDIATELY UPON ENROLLING?

A. Subscribers receive access to the members-only area once their first Color Play Club order is fulfilled. If you were a subscriber under the previous Color Play program, you will gain access to the exclusive members-only shop category once your first Color Play Club order is confirmed *after* June 1, 2025, when the program was updated.

Q. WHAT KINDS OF PRODUCTS WILL BE SOLD IN THE COLOR PLAY CLUB MEMBERS-ONLY CATEGORY?

A. The members-only shopping category rewards Color Play Club subscribers with exclusive access to beloved Color Play Vault shades, fun surprises, and more!

Q. WILL THERE BE A LIMIT TO MEMBERS-ONLY PURCHASES?

A. All items in the exclusive members-only shop will be subject to availability, while supplies last. Select items may have limitations based on quantities available, which will be listed for individual items when necessary.

Q. AFTER MY COLOR PLAY CLUB ORDER PAYMENT IS PROCESSED, WHEN WILL THE REWARDS PRODUCT CREDITS BE REFLECTED IN MY ACCOUNT? WHERE WILL I BE ABLE TO SEE THEM?

A. Once your order payment is processed, Product Credits will be awarded within 1 business day. Your Product Credit Balance can be viewed in "My Account Settings".

Q. IF SOMEONE SUBSCRIBES MID-MONTH AND THEIR BIRTHDAY IS LATE IN THAT SAME MONTH BEFORE THEIR FIRST OFFICIAL ORDER PROCESSES, WILL THEY RECEIVE THE BIRTHDAY PRODUCT CREDIT?

A. A subscriber will earn their birthday Product Credit *regardless of whether or not their first order has processed AND regardless of whether or not they skip their subscription on the birthday month*, so long as the following requirements are met:

- Their subscription is **active**—not cancelled or in credit card declined status
- Their date of birth has been added before 2 AM CT on their birthday. For example, if a subscriber's birthday is June 1, they will receive their \$10 Product Credit on June 1 AFTER 2 AM CT, as long as their June 1 birthday had been entered before 1:59 AM CT on June 1.

Q. IF SOMEONE SKIPS COLOR PLAY CLUB ON THE MONTH OF THEIR BIRTHDAY, WILL THEY STILL BE AWARDED THE BIRTHDAY PRODUCT CREDIT?

A. Yes. So long as their birthday has been entered before 2 AM CT on their birthday and their subscription is **active** (not cancelled or in credit card declined status), the subscriber will receive the Birthday Product Credit even if they skip their birthday month.

Q. HOW IS PRODUCT CREDIT REDEEMED?

You may redeem Product Credit by logging in to your Color Street account and placing an order through the Color Street website or Beauty Social link. You will see a Product Credit

check box as you navigate the checkout process and reach the “Payment” portion. Checking the box will apply the product credit to the order. Please note that Product Credits can only be used for regularly-priced products and cannot be applied to subscription payments (e.g. Color Play Club, eSuite), Stylist enrollment, select products and offerings, taxes, shipping costs, or Host orders.

Q. WILL I BE PROMPTED TO USE PRODUCT CREDITS UPON CHECKOUT?

A. Yes. If you have a Product Credit balance, you will be prompted at checkout to apply the desired amount of Product Credit to cover all or part of your eligible order total.

Q. WHAT IF I DO NOT SEE AN OPTION TO APPLY PRODUCT CREDIT?

A. Product Credits can only be used for regularly-priced products and cannot be applied to subscription payments (e.g. Color Play Club), Stylist enrollment, select products and offerings, taxes, shipping costs, or Host orders.

Q. CAN I STACK PRODUCT CREDITS?

A. Yes.

Q. DO THE REWARDS PRODUCT CREDITS EXPIRE?

A. Yes, all Product Credits (PC) will expire 12 months from the date they were credited.

Q. WHEN I USE PRODUCT CREDIT TO MAKE A PURCHASE, WILL THE OLDEST CREDIT BE APPLIED AUTOMATICALLY?

A. Yes. When applying Product Credit to eligible orders, Product Credits will be used in the order in which they were awarded. For example, if you were awarded a \$10 Product Credit on June 24, and a \$10 Product Credit on July 2, and want to pay for an order using Product Credit on July 15, the Product Credit issued on June 24 will be applied first.

Q. CAN I USE PRODUCT CREDITS TO PURCHASE ITEMS FROM THE COLOR PLAY CLUB MEMBERS-ONLY SHOP?

A. Yes.

Q. CAN THE PRODUCT CREDITS BE USED ON HOST REWARDS?

A. No. Product Credits cannot be used on Host Rewards.

Q. CAN I USE PRODUCT CREDITS TO PURCHASE COLOR PLAY ORDERS?

A. No, Product Credits can not be used to purchase your monthly Color Play order. They can only be used to purchase additional products outside of your Color Play Subscription.

Q. CAN PRODUCT CREDITS BE USED FOR SHIPPING?

A. No.

Q. CAN PRODUCT CREDITS BE USED ON PROMOTIONS?

A. Please refer to promotion terms and conditions, as promotion limitations vary.

Q. CAN PRODUCT CREDITS BE USED ON ORDERS WITH FOUNDATION (AWARENESS) SHADES AND/OR DISCOUNTED BUNDLES?

A. Please refer to each collection's terms and conditions, as limitations vary.

Q. IF I RETURN PRODUCT THAT IS PARTIALLY OR FULLY PURCHASED WITH PRODUCT CREDITS, DO I GET THOSE CREDITS BACK?

A. No. Product Credits used will not be credited back in the event of a product return.

Q. IF I UNSUBSCRIBE TO THE PROGRAM, THEN RE-SUBSCRIBE, WILL I STILL BE ABLE TO USE ANY PREVIOUSLY ACCRUED PRODUCT CREDITS?

A. No. Any unused Product Credits will be forfeited when your subscription is cancelled, whether that is from elective cancellation (actively choosing to end your membership) or cancellation due to inactivity (skipping 6 consecutive months or two months of *credit card declined* status).

Q. IF I CANCEL MY COLOR PLAY SUBSCRIPTION OR MY SUBSCRIPTION IS TERMINATED DUE TO INACTIVITY, DO I GET TO KEEP THE PRODUCT CREDITS EARNED THROUGH THE COLOR PLAY CLUB REWARDS?

A. No, any unused Product Credits that were acquired through the Color Play Club Program will be removed from your account upon membership termination. Skipping up to 5 consecutive monthly orders will not affect your Product Credits, however, by skipping 6 consecutive orders, your account will be terminated and you will forfeit any unused Product Credit.

Q. IF SOMEONE ATTEMPTS TO SKIP OR CANCEL THEIR SUBSCRIPTION, IS THERE A WARNING THAT PRODUCT CREDITS WILL BE LOST?

A. Yes. Subscribers will receive an email notification in the following two instances:

- Users who skip their subscription for 5 months will receive an email that outlines the perks of Color Play Club and reminders that skipping a 6th month will result in loss of Color Play Club benefits.
- After the six month is skipped, users will be notified that they are now unsubscribed and must resubscribe in order to enjoy program benefits.

Q. IF I TERMINATE MY SUBSCRIPTION (BY CALLING INTO CUSTOMER SERVICE, HAVING 2 MONTHS OF *CREDIT CARD DECLINED* STATUS, OR SKIPPING MORE THAN 6 CONSECUTIVE MONTHS), AND RE-ENROLL WITH A NEW SUBSCRIPTION, WILL I BE ELIGIBLE FOR COLOR PLAY CLUB PERKS?

A. Yes, those who re-enroll into the Color Play Club Program will receive Color Play Club perks as long as their subscription remains active. As with first-time members, those who re-enroll must not skip their first shipment in order to earn perks and access to the members-only shopping portal. Unused Product Credits from your previous subscription will be forfeited, and will not be carried over.

Q. HOW DO I ADD MY BIRTHDAY FOR THE BIRTHDAY REWARD?

A. If you are a new subscriber to the Color Play Club, you'll have the option to enter your birthday during signup. If you are already currently enrolled in Color Play Club, you may enter their birthday in the subscription management page.

Q. WHAT IF MY BIRTHDAY JUST PASSED?

A. Subscribers whose birthdays occurred before they sign up for the Color Play Club program will be eligible for their birthday credit the following year.

Q. WHAT DO I DO IF I ENTERED MY BIRTHDAY INCORRECTLY?

A. Please reach out to Customer Service by emailing customerservice@colorstreet.com.

Q. WILL COLOR STREET SEND COLOR PLAY EMAIL CONFIRMATIONS OR REMINDERS?

Yes. Color Street will send the following automated emails:

- Color Play Club Program sign-up confirmation
- Notification to customer if a subscription payment was declined
- Reminder about upcoming monthly charge on the 20th of the month, and a reminder that those who wish to skip the order must do so by the 24th
- Notification of a successful skipped order if customer opts out of next month's order by the 24th
- Notification to customer if their subscription is transferred to a new Stylist due to a change in their original Stylist's account status
- Notification to customer each time they receive Product Credit for fulfilling a requirement (completed order shipment, birthday, purchase of 3 consecutive orders, etc.)

Q. WHAT IF MY PAYMENT METHOD IS DECLINED?

A. If a payment is declined when the monthly charge is processed on the 2nd of the month, the subscriber will receive an email alert prompting them to enter a new payment method. A new payment method must be entered by 4 PM CT on the 3rd of the month. On the 4th of the month, all previously declined payments will be reprocessed. If a new payment method was entered successfully, the order will ship as scheduled in the second week of the month. If payment was declined for a second time, payment information must be updated by the 2nd of the following month. If the charge for the subscription is declined for a second consecutive month, the subscription will be canceled, and all perks will be forfeited (accumulated product credit, loyalty continuity streak, etc).

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Q. WHERE CAN I MANAGE MY SUBSCRIPTION?

A. Subscriptions can be managed on the Color Play subscription management page.

Q. DO COLOR PLAY CLUB ORDERS COUNT TOWARD A PARTY OR HOST REWARDS?

A. No. Subscription orders do not count towards Host Rewards or Beauty Social volume.

Q. CAN SUBSCRIPTIONS BE PURCHASED WITH HOST REWARDS OR PRODUCT CREDIT?

A. No, subscriptions cannot be purchased with Host Rewards or Product Credit.

Q. HOW WILL I KNOW WHAT THE THEME WILL BE FOR NEXT MONTH'S COLOR PLAY CLUB SELECTION?

A. : The general theme is shared with Stylists at the beginning of each month, and a sneak peek is sent to Stylists toward the end of the month. Some Stylists choose to share the upcoming theme with their customers, while others may keep it a surprise. Chat with your Stylist directly for more information on next month's selection!

Q. IF A HOST OR CUSTOMER SUBSCRIBES TO COLOR PLAY CLUB, THEN LATER BECOMES A STYLIST, DOES THEIR SUBSCRIPTION STAY ACTIVE? IF SO, IS THE PV FOR THE NEXT CHARGE CREDITED TO THE CONVERTED STYLIST'S OWN ACCOUNT AFTER REGISTRATION?

A. Yes. If a customer or Host upgrades to a Stylist account using the same email, their Color Play Club subscription will remain active, and they won't need to re-enroll. After they become a Stylist, PV from their subscription will be credited to their own account.

Q. WHAT KIND OF REPORTING TOOLS WILL BE AVAILABLE FOR ME TO TRACK SUBSCRIPTION PURCHASES AND PRODUCT CREDITS?

A. You will be able to access their account by visiting colorstreet.com and going to Account Settings > Product Management. On this page, customers will be able to see their Product Credit balance, the date Product Credit was awarded, Product Credit type, and payments applied. Customers will also be able to see how many more orders are required to reach their 3-month Loyalty Credit.



Q. WHO SHOULD I EMAIL IF I HAVE ANY QUESTIONS REGARDING COLOR PLAY CLUB?

A. Please email customerservice@colorstreet.com