

COLOR PLAY SUBSCRIPTION BOX AND PROGRAM CUSTOMER FAQ

When can I sign up for the Color Play Subscription Program?

While customers can enroll at any time, the signup period to receive the next month's Color Play subscription box runs through the last day of each calendar month. Because the program launches on November 8, the enrollment period for the December Color Play box runs from November 8 through November 30. By signing up for Color Play, customers enroll in a monthly program and recurring box shipment. Customers may opt out of the next month's box or cancel their subscription by the 24th of the previous month.

When will I be charged for the subscription box each month?

Subscription box charges will be processed on the 2nd of each month, before the box is shipped. For those who enrolled in the program in November, the first charge will be processed on December 2, 2022.

What is included in the subscription box charge?

The \$30 USD / \$45 CAD price includes the products and shipping cost. Tax is not included and is based on the shipping address.

When will the monthly subscription box be shipped?

The subscription box will ship during the second week of each month.

Can you sign up for a Color Play subscription using PayPal, Klarna, split payments, regular gift cards, or Color Street e-gift cards?

No. Because monthly subscription boxes are a recurring charge, only credit card and debit cards will be accepted.

What is the deadline to sign up to receive the following month's box?

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

What is the return policy for subscription boxes?

Color Play boxes are nonrefundable. If you receive a box with missing or damaged items, please contact Customer Service as soon as possible. To skip an upcoming box or cancel your subscription for future boxes, adjust your preferences in the Color Play section of your account settings before the 25th of each month.

How do I "opt out" of next month's box and what is the deadline for doing so?

A Subscription Management menu is available in subscriber accounts. Within this menu, users can edit their address and payment method, skip monthly boxes, or cancel their subscription. Changes to an existing subscription must be made on or before 12 AM CT of the 25th of the month.

Is there a limit to how many months can be skipped?

Subscribers can skip as many boxes as they want without penalty.

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Can a customer cancel their subscription and re-enroll in the program under a different Stylist?

Yes.

Will all monthly subscription boxes offer the same value in terms of included items?

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

Will Color Street send Color Play email confirmations or reminders?

Yes. Color Street will send the following automated emails:

- Color Play Subscription Program sign-up confirmation
- Notification to Stylist when a new customer enrolls in the program
- 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 box must do so by the 24th
- Notification of a successful skipped box If customer opts out of next month's box 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

What if a customer payment method is declined?

If a customer's payment is declined when the monthly charge is processed on the 2nd of the month, the customer 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 box 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.