

RUBY RIBBON

Company Closure FAQ

For Stylists

Ruby Ribbon has been on a mission to help women feel more confident and supported. It's with a heavy heart that we share the news that Ruby Ribbon will be winding down its business. Thank you for your support throughout this journey. We are grateful for the role you've played in making Ruby Ribbon a brand that inspired women every day.

General Company Closure Questions

Q. Do I need to do anything to close my Stylist account?

No. Ruby Ribbon will handle closing all Stylist accounts, however, if you subscribe to other services such as Ruby Studio, you may need to take action to close those third party accounts associated with your Ruby Ribbon account.

Q. During this transition, can I continue to sell and earn commissions?

Absolutely! We encourage Stylists to use this time to stock up on their favorite pieces and invite customers to do the same while inventory lasts. It's a great opportunity to help women get the Camis they love — and continue earning commissions in the process.

Just a reminder: Ruby Ribbon reserves the right to adjust volume requirements based on selling price, so be sure to stay up to date with the latest information.

Q. How will my customers be notified that the company is closing?

Ruby Ribbon will send a formal announcement via email to all subscribed customers on June 25, 2025. In addition, we will update the Ruby Ribbon website with messaging and resources to support the company closure and guide customers through the transition.

Q. Will Customer Support be available during this transition?

Yes — with limited service. Effective July 1, Ruby Ribbon Customer Support will be available via email and support tickets only. Phone and chat support will no longer be offered.

Q. What will the return policy be during this time?

All orders placed on or after June 25, 2025 will be considered FINAL SALE — no returns or exchanges will be accepted.

For orders placed before June 25, 2025, our standard 30-day return and exchange policy still applies, pending available inventory. However, all requests must be processed by July 30, 2025 and received at the Distribution Center no later than August 1, 2025 to be eligible. Return or exchange requests made after the deadline will not be honored and the product will not be returned to the customer.

Q. Can customers still use gift cards?

Yes, unused Ruby Ribbon gift cards can still be redeemed during our final sales. However, please note that gift cards issued through August 2021 had commissions paid at the time of issuance, so no additional commissions will be paid when those cards are redeemed.

Products, Promotions & Special Offers**Q. Will the products be discounted?**

At this time, we encourage all customers and Stylists to stock up on their favorite pieces. Inventory is expected to move quickly, and sizes and colors will sell out — so don't wait to grab what you love!

Q. What offers are still available for customers?

As of June 25, 2025, the following promotions are available:

- **Petals Add-On:** Spend \$100 and add Petals for just \$5 or buy 5 sets of Petals for \$10
- **Surprise Sale:** Buy 1, Get 1 FREE
- **Free Shipping:** Free ground shipping on all orders of \$199 or more (excluding the RR Tote).

Ruby Ribbon reserves the right to add, modify, or remove any promotions at any time, without prior notice. Check the website for the latest promotion and deals.

Q. Is the new Customer Coupon still available?

No, as of June 25, 2025, the Customer Coupon has ended and is no longer available for use.

Q. Are Surprise Sale items still available for purchase?

Yes! Always check the website for the latest offer on our Surprise Sale items. Please note that Surprise Sale items do not earn volume or commissions.

Q. I noticed the Tote has additional shipping charges — why is that?

Effective June 25, 2025, a \$5 shipping surcharge will apply to all purchases of the RR Tote. This fee is due to the tote's size, weight, and special packaging requirements.

Q. How come the Product Alert is no longer on My Ruby U?

Due to limited staffing, we are no longer able to update the Product Alert. Please check the website directly for the most current size and color availability.

Customers, Hostesses & Parties

Q. What happens to all my open Hostess parties?

All parties will automatically be closed. Due to the number of open parties, this process could take up to 48 hours. If you want your Hostess Rewards coupon right away, close your party now. Hostess Rewards will be issued at the time the party is closed and Hostesses will receive an email with their unique redemption code.

As with all parties, Hostess Rewards issued after a party is closed expire within 72 hours. No exceptions will be made.

No orders will be moved into parties effective immediately.

Q. How will my customers order during this transition?

Customers should place their orders using your Personal Website link. Please note that customer orders cannot be added to parties, as parties will no longer be supported.

Q. Can I open any final parties?

No. Effective June 25, 2025, party creation will no longer be supported in the system.

Q. I earned the Party Booster Incentive, when do my Rewards expire?

Stylists who earned through the Spotlight Sale Party Booster incentive will receive their Rewards on June 25th, and all Rewards earned must be redeemed by 6/28 11:59pm PT — exceptions will not be honored.

New Stylists & Smart Start Program

Q. What enrollment kits will be offered during this time?

We are no longer accepting new Stylist applications.

Q. Can new Stylists still enroll?

Last Updated 8/22/2025

We are no longer accepting new Stylist applications.

Q. Will Smart Start be offered for new Stylists rejoining?

No. The Smart Start Program will end effective June 25, 2025, and will no longer be available for new Stylists.

Q. I'm currently in the Smart Start Program. Will I still receive my Ruby Rewards?

Yes. As of June 25, 2025, Ruby Ribbon will award Ruby Rewards to any Stylists who are currently enrolled in the Smart Start Program and have achieved and earned their current step. All Rewards must be redeemed by 6/28 11:59pm PT — exceptions will not be honored.

Q. I earned Ruby Rewards through Smart Start this month, when do they expire?

Any outstanding Rewards earned through Smart Start will now expire on 6/28 11:59pm PT — exceptions will not be honored.

Q. I enrolled in June — can I still earn Rewards through the New Stylist Connect 5 Day Challenge?

No. As of June 25, 2025, the challenge will no longer be active. However, any Rewards already earned through the New Stylist 5 Day Connect Challenge will still be awarded. All Rewards must be redeemed by 6/28 11:59pm PT — exceptions will not be honored.

Q. Will there be any more Meet Ruby Ribbon opportunity or product events?

No. Ruby Ribbon will no longer host Meet Ruby Ribbon opportunity or product events moving forward.

Stylist Tools, Systems & Resources

Q. What will happen to my PayQuicker account once Ruby Ribbon is closed?

Your PayQuicker account is in your name, and may remain open after Ruby Ribbon is closed, for your continued use. All monthly billings and transfer fees will become your responsibility at this point. Alternatively, you may also transfer out any remaining balance and close the account via PayQuicker Customer Support.

Q. Will the Ruby Connect App still be available?

No. Use of the Ruby Ribbon Connect App will cease effective immediately.

Q. Can I still earn the Connect Win the Day Challenge in June?

No. The Connect Win the Day Challenge will end early. On June 25, 2025, Ruby Ribbon will evaluate participation and award prorated rewards to Stylists who have achieved either 10 or 20 “Win the Day” milestones in June.

Reward coupons will be issued on June 25, 2025, and will expire on June 28 at 11:59 PM PT — exceptions will not be honored.

Q. How can I cancel Ruby Studio?

Ruby Studio is a third party vendor and should be treated independent from your Ruby Ribbon Stylist account.

Use of Ruby Studio will cease on July 25, 2025. At that time all remaining subscriptions will be cancelled. Stylists are able to cancel their accounts before 7/25 by logging into their Ruby Studio account, selecting “Manage Subscription” on the left navigation menu, then billing and selecting “Cancel Subscription”.

Q. Will My Ruby U still be available during the transition?

Yes. Ruby Ribbon will keep My Ruby U accessible during the transition. While we will work to remove any outdated or irrelevant content, all essential tools and resources will remain available to support Stylists.

Q. What's happening with the Ruby Ribbon Facebook Groups during the transition?

The HQ News Facebook Group will remain active and available throughout the transition.

Effective immediately, the Ruby Ribbon Stylist Only Facebook Group will be paused to help maintain a positive and focused environment. Stylists will still be able to view and access content, but new posts and comments will be disabled.

Additionally, any outdated or inactive Facebook Groups managed by the Home Office will be phased out and closed over time.

Q. Will recognition jewelry still be awarded during the transition?

Yes. Ruby Ribbon will honor all outstanding recognition jewelry and will continue to ship earned jewelry for any new promotions or Lifetime Sales Rank advancements achieved during the transition period.

To qualify, promotions or new Lifetime titles must be achieved by company closure date in order to receive the appropriate recognition jewelry.

Q. When will I receive my final commission check?

Final commissions will be paid out according to the existing Commission Schedule.

Q. How and when will I receive my final 1099 from Ruby Ribbon?

The IRS requires all 1099 for 2025 to be mailed no later than January 31, 2026.