

Teacher Instructions

Hassle Free Kit Item Replacement Program

(Also known as BMX Kits)

To ensure that your experience remains hassle free, please follow these initial steps and read this brochure fully.

Step 1. Instruct the students **NOT TO THROW OUT THE SHIPPING BOX** for their kit as it contains important information that they will need to register their kit.

Students will need the box for them to complete the steps listed below:

Step **1**

Locate the **pink** sticker on the outside or inside of your kit.

This is your serial number.

You need this number to register your kit.



Sample #. Do Not Use.

Step **2**

Locate the **white** sticker on the outside or inside of your kit.

This is your kit number.

You need this number to register your kit.

Do not include spaces between the dashes.

Be careful to double check a number 0 versus a letter O.

ITEM Number = KIT Number

Item Number: BMX-A1230-COS26	QTY per UOM: 1 UOM Descrip: each	
Description: YOUR STUDENT KIT		
Received #: 000000000	Received Date: 01/22/2022	Received By: Sam
Lot #:	Serial #:	

Sample #. Do Not Use.

Step **3**

Scan here to begin.

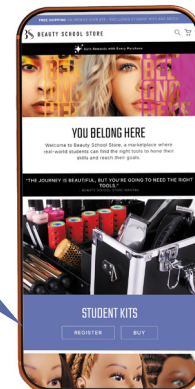


STUDENT KITS

REGISTER

BUY

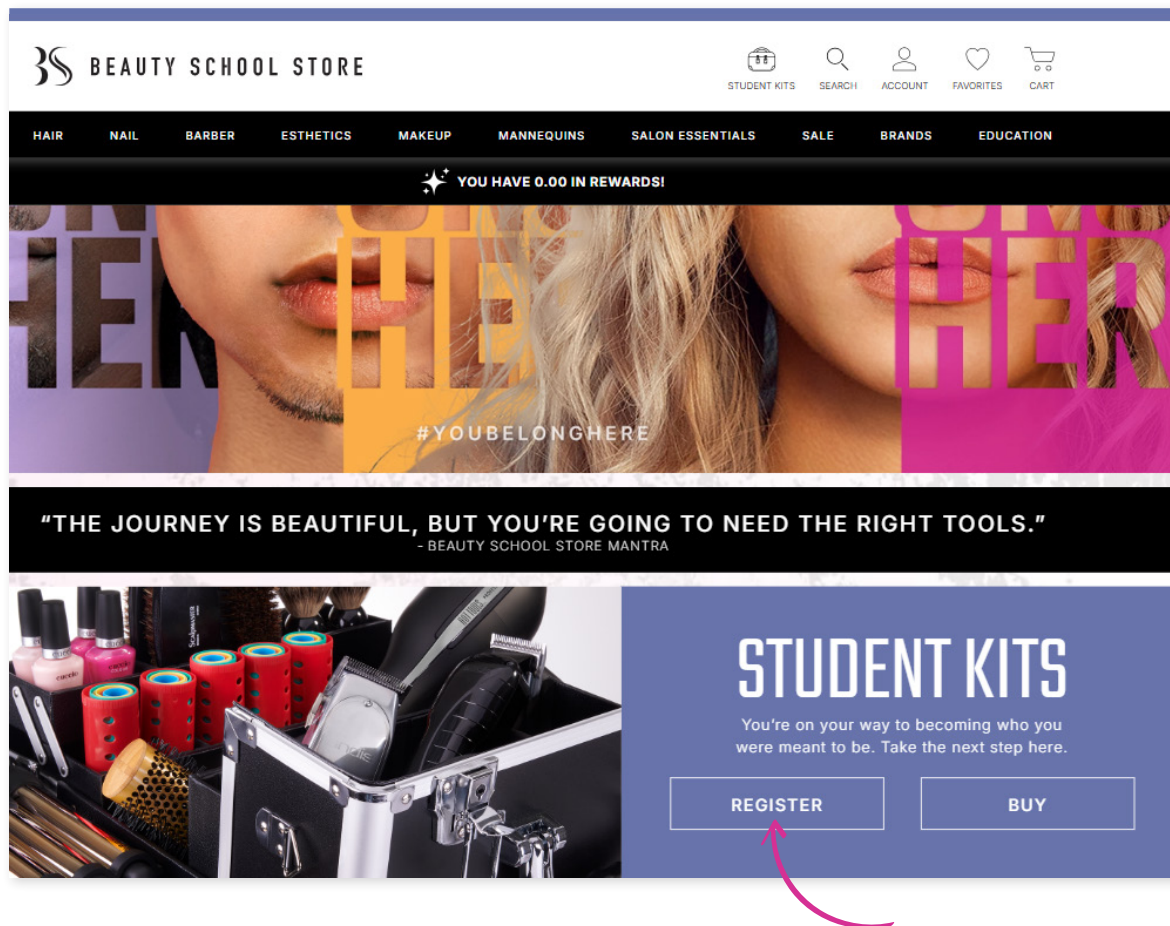
or go to **beautyschoolstore.com**
and click on **student kits register** button.



Frequently Asked Questions

What website do students go to register their kits?

Students should go to **Beautyschoolstore.com**. On the homepage there is a section specifically dedicated to Registering Student Kits. Students will get an email confirmation after their kit is registered.



How long do students have to register their kits?

All kits must be registered within 10 days after the kits are distributed to the students.

When creating an account, please tell students to use a valid email address.

All communication from Beauty School Store will be delivered via email.

What happens if the student throws away their kit box before getting it registered?

If a student throws away their kit box, please have them send us an email at contactus@beautyschoolstore.com.

Please try to instruct all your students before you hand out the kits not to throw away the box as it will take longer and disrupt the class to register their kit.

What if a student asks me to help them find their Serial Number and Kit Number?

Tell them to locate the pink sticker on the outside or inside of their kit. This is their serial number. Tell them to locate the white sticker on the outside or inside of their kit. This your kit number.

Heads up!

To help assist your students we recommend keeping a log of their email address, Serial Number and Kit Number. Please tell students not to confuse the Serial Number with the Kit Number — they are not interchangeable.

- The Serial Number (pink sticker) is unique to their individual kit. **This number starts with a C.**
- The Kit Number (white sticker) identifies the type of kit. **This number starts with a B.**

Mixing them up can lead to a registration error—so take a moment to identify each one correctly!

What if a student says they have difficulty locating their kit after entering the Serial and Kit Number?

Ensure they've typed the characters accurately – zeros and capital O's can look very similar. If that still doesn't work have them email Customer Service at contactus@beautyschoolstore.com and we will be happy to assist them.

The screenshot shows the 'FIND MY KIT' form on the Beauty School Store website. The form is titled 'FIND MY KIT' and includes a 'Please note' section stating: 'You must enter the **Serial Number** in the first field and the **Kit Number** in the **second** field. Additionally, please enter the information **exactly** as it appears on the stickers including dashes as well as capital and lowercase letters.' The form has five input fields: 'Serial Number' (containing 'C700004015'), 'Kit Number' (containing 'BSS-A304998-COS223'), 'School Name' (empty), 'Program' (dropdown menu with 'Select a Program'), and 'Graduation Date' (empty). A pink arrow points to the 'Graduation Date' field. The 'FIND MY KIT' button is at the bottom.

What if the student does not know the graduation date yet?

Please advise students that this does not need to be the exact date and to just pick an approximate date.

What is the process for students requesting missing, damaged or defective items during the registration?

Your school should be giving each student the **How to Register Your Kit Instruction Sheet**. If you did not receive this form in the materials that were sent to you, please email contactus@beautyschoolstore.com.



School Name: _____

School Number: _____ Kit Number: BMX- _____

Program Name: _____

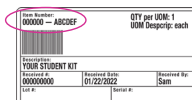
HOW TO REGISTER YOUR KIT



SCAN TO WATCH NOW

REGISTERING YOUR KIT: Follow these simple directions to register all the items in your kit.

1. Go to **Beautyschoolstore.com**
2. On the **Home Page** – go to **Student Kits** and click on the **Register** Button.
3. **Sign in**, or if you have not already done so, **create an account**.
4. Once you have signed in, you will be taken to the **REGISTER A KIT** page.
5. Locate the **pink sticker** on the outside or inside of your kit.
This is your **serial number**. Enter this number. →
6. Locate the **white sticker** on the outside or inside of your kit.
This your **kit number**. Enter this number. →
7. Enter your **school name**.
8. Select your **program** from the drop down menu:
Barber, Nail, Cosmetology, or Esthetics.
9. Enter your **approximate graduation date** (does not need to be the exact date).
10. Click on **Find MY KIT**.
11. **Kit Contents:** You will see a list of all the items contained in your kit.
12. Each item has already been checked as received and in good condition. So, as you find each item and agree, there is nothing else you have to do.
13. If an item is missing, damaged, or defective – enter the quantity and add the specific details for each item in the **Comments Box** below.
14. When you get to the bottom of the list and have accounted for every item in your kit, click the **REGISTER MY KIT** button to complete the kit registration process.



When the student goes through the registration steps on the website, there is a section where they can report items with issues.

Shortage=Missing, Damaged=Broken, Defective=Nonfunctional.

No upgrades are given for items, only exact replacements.

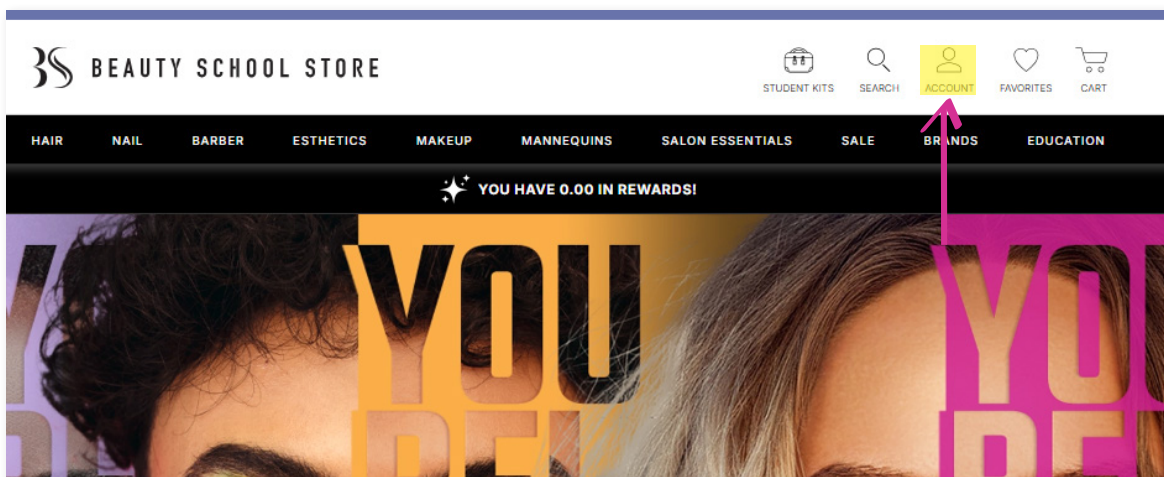
Kit Contents:					
Tint Training Kit 3D-80314-T					1 ea.
Received	Shortage QTY.	Damaged QTY.	Defective QTY.	Comments:	
☒	0	0	0		
Tammie Color Training Manikin 333					1 ea.
Received	Shortage QTY.	Damaged QTY.	Defective QTY.	Comments:	
☒	0	0	0		
#7 Flat Kolinsky Brush DL-386					1 ea.
Received	Shortage QTY.	Damaged QTY.	Defective QTY.	Comments:	
☒	0	0	0		

If during the program a student tells me an item broke or does not work, what should I tell them to do?

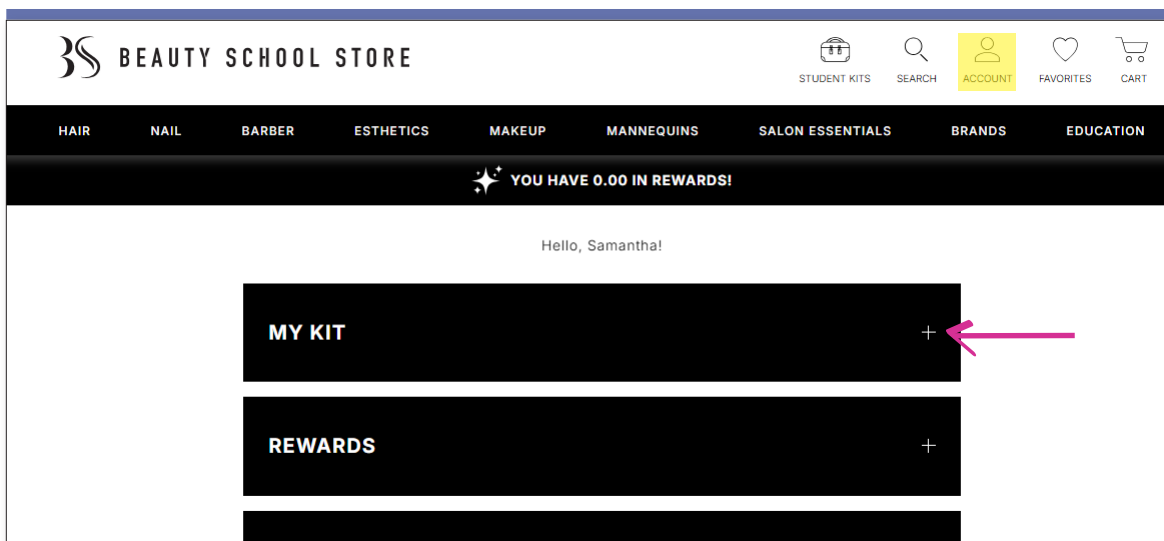
If a student has an issue with an item during their program, after the kit was already registered, they should follow these steps:

PLEASE NOTE: For the fastest item replacement, check for emails from our customer service team daily.

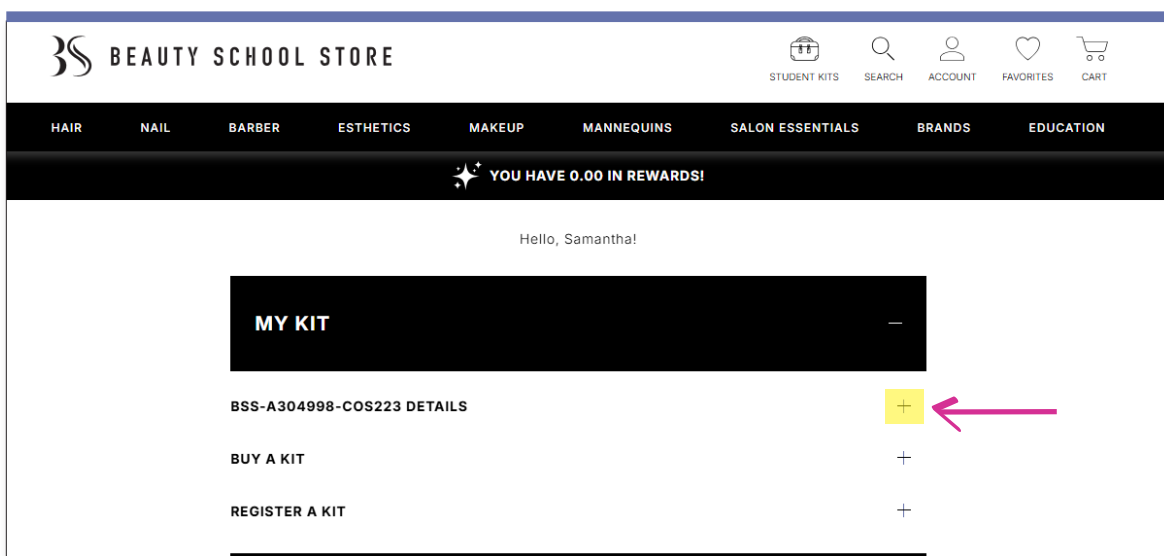
Step 1: Login to your **Beautyschoolstore.com** account by clicking on the Account Icon.



Step 2: Once you are logged in, go back to My Account. Then go to the My Kit section and click on the + sign.



Step 3: Select the kit with the issue and click the + sign.



Step 4: You will then see your kit list and click on **REPORT AN ISSUE**.

BSS-A304998-COS223 DETAILS

School: BEAUTY SCHOOL
Program: Cosmetology
Serial Number: C700004015
Kit Number: BSS-A304998-COS223

Kit Contents:

Wefts, 100% Human Hair Testing Kit - 10 pc. KT-10	1 ea.
Nail Tips Kit - French Tips DL-C112	1 ea.
Waxing Applicator Sticks - Large, 100 per bag FSC625	1 ea.
Foil/Balayage Boards - 2 Pack FB-SET2	1 ea.
Buffing Blocks, Mini - 100/200 Grit - 24 pk. DL-C324	1 ea.
Sabrina Manikin 550	1 ea.
Nail Art Drawing Board DL-C433	1 ea.

If you experience any issues with an item in your kit, please use the button below to report an issue.

**REPORT AN ISSUE**

Step 5: Select the item with an issue from the drop-down menu.

< Home / Report An Issue

Report an Issue

Kit Number (required)
BSS-A304998-COS223

Serial Number (required)
C700004015

Product (required)
Product Title
Wefts, 100% Human Hair Testing Kit - 10 pc.
Nail Tips Kit - French Tips
Foil/Balayage Boards - 2 Pack
Buffing Blocks, Mini - 100/200 Grit - 24 pk.



 Upload an up to 3.5MB image (required) *Limit 2
 Add another item

SUBMIT

We are sorry that there is an issue with an item in your kit. Please describe the problem in the comments box and upload an image of the item. Customer Service will review your submission and will be contacting you shortly with a resolution.

Step 6: Provide comments and upload pictures. Click on the **SUBMIT** button.

The screenshot shows a web form titled "Report an Issue" with a breadcrumb "Home / Report An Issue". The form fields are as follows:

- Kit Number (required):** BSS-A304998-COS223
- Serial Number (required):** C700004015
- Product (required):** Waxing Applicator Sticks - Large, 100 per bag
- Quantity (required):** 1
- Reason (required):** Defective
- Comments (required):** Item is cracked.

Below the comments field is an upload section with a yellow background: "Upload an up to 3.5MB image (required) *Limit 2" and a "+ Add another item" link. At the bottom is a blue "SUBMIT" button, which is pointed to by a pink arrow.

We are sorry that there is an issue with an item in your kit. Please describe the problem in the comments box and upload an image of the item. Customer Service will review your submission and will be contacting you shortly with a resolution.

Once the issue has been submitted into our system, a customer service team member will reach out to the student to assist with the resolution, within 48 business hours. If the student does not get an email, instruct them to also check spam/junk folders.

What is not covered under the registration guarantee?

All electrical items (curling items, flat irons, dryers, clippers and trimmers, shavers, etc.) are subject to the manufacturer warranty. Any other item in the kit will be replaced if defective when reported to Burmax during the time of their program.

This policy only covers items that are defective and does not cover wear and tear damage resulting from regular use over time. The student **must** provide photos.

What happens if the student takes a leave of absence and is gone for a while? How to ensure the kit is covered when they return and for the rest of their time?

Please contact customer service for this type of exception.

What happens if the student throws away the item before filing a claim?

Please inform the students not to throw out the item that has the issue until they are instructed by Burmax to do so.

For any additional questions please reach out to us at:

contactus@beautyschoolstore.com or your Burmax representative.