



VIP 3 & Thank You Rewards

FAQs for VIP Customers



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WHAT ARE "3 & THANK YOU" REWARDS?

Each time you, as a VIP Customer, enroll 3 additional people as VIP Customers, you can qualify to receive \$84 USD/\$110 CAD in redeemable product credits toward your regular, monthly auto-ship orders or future product purchases. And, as long as you keep 3 people active as VIP Customers, you will receive the same \$84 USD/\$110 CAD credit(s) each month, which means, you can get your products for FREE every month – forever!

WHO QUALIFIES FOR THE 3 & THANK YOU CREDITS?

VIP Customers with a minimum monthly auto-ship product purchase of \$84 USD/\$110 CAD who have three personally sponsored VIPs who also have a minimum product purchase of \$84 USD/\$110 CAD in the same month.

HOW DO I EARN "3 & THANK YOU"?

When you and at least 3 of your VIP Customers have an auto-ship order of at least \$84 USD/\$110 CAD in the same calendar month, you'll receive a \$84 USD/\$110 CAD credit you can use the following month. This will continue "forever" as long as you and three VIPs meet monthly auto-ship requirements.

HOW DO I PARTICIPATE AND BECOME ELIGIBLE TO RECEIVE THE 3 & THANK YOU CREDITS?

Enroll 3 new VIPs at any given time. Once three of your personal VIP Customers have a qualified auto-ship order in the same calendar month, you will be awarded the "3 & Thank You" credit(s) to use the following month or in the future.

HOW DO MY VIPS ENROLL UNDER MY NAME SO I CAN GET MY CREDITS?

They should go to monatglobal.com, click on "Become a VIP" on the navigation bar's VIP drop down menu, and follow the enrolling instructions; make sure you have provided them with your Sponsoring VIP number, which they will need to submit in the corresponding box (Sponsor ID) to guarantee that you will receive the credits. Note that your VIP sponsoring number is not the same as a Market Partner sponsoring number, so make sure they enter the correct VIP number. They may call our Market Partner & Customer Care Department for assistance, 1-844-MYMONAT (1-844-696-6628).

WHERE CAN MY NEW VIPS FIND MY VIP NUMBER?

As their VIP Sponsor, you need to provide them with your number (which appears in your VIP Suite under Account Information) and make sure that they enter it in the corresponding box when enrolling online or give it to our Customer Care rep if enrolling by phone. Otherwise, these new VIPs will not count for your 3 & Thank You Rewards.

CAN MY NEW VIPS ENROLL BY PHONE OR DO THEY HAVE TO ENROLL ONLINE?

It is recommended that they do so online, but they may choose either way. Just make sure they enroll under your Sponsoring VIP number to guarantee that you will receive the credits.



MONAT GLOBAL

VIP 3 & Thank You Rewards

FAQs for VIP Customers

CAN I ENROLL MY 3 VIPS MYSELF, OR DO THEY NEED TO ENROLL THEMSELVES?

They need to enroll themselves, since they will be asked to provide their personal data, including billing information. Also, it is a way of ensuring that they enrolled as VIPs because of you. This is a fair practice that applies to all VIPs. You do have to make sure you give them your Sponsoring VIP number, which they will need to submit upon enrolling for you to receive the credits. Of course, you can be there every step of the way to help them if questions arise.

WILL I RECEIVE CREDITS EVERY MONTH FOR THE SAME VIPS?

Yes; credits will be awarded to you month after month for every 3 & Thank You that you complete and as long as you and all of your VIPs remain active with scheduled monthly auto-shipments of at least \$84 USD/\$110 CAD. For example, you completed your 3 & Thank You this month (with you and three VIPs ordering in the same month), you will get your credit next month and again every month onward as long as the qualified orders are placed.

HOW MANY 3 & THANK YOU(S) CAN I DO? HOW MANY CREDITS CAN I ACCUMULATE?

There is no limit as to how many 3 & Thank You(s) you can achieve and there is no limit to how many credits you can have. You may accumulate or spend your credits whenever you wish.

ONCE I RECEIVE MY CREDITS, CAN I REDEEM THEM ON ANY PRODUCT I CHOOSE?

Yes, you can choose to use your credits to purchase any MONAT product or Treatment System as long as you direct those credits before your next autoship order is paid for. Otherwise, the credits will be directed automatically toward your next scheduled autoship order. For example, if you have your autoship orders scheduled to go out the 3rd of every month and you complete your 3 & Thank You on July 31st, your credits will be credited to your account on August 15, and would be available for your September autoship.

WHAT HAPPENS IF ANY OF MY 3 & THANK YOU VIPS PUSH OUT THEIR AUTOSHIP ORDER?

It depends. The key is: when you and your three VIPs have a qualifying autoship in the same calendar month, you receive the credit. When that is not true, you do not receive the credit.

HOW DO I APPLY MY CREDITS TO A PURCHASE?

Contact MONAT Customer Care to redeem your credits.

WHAT HAPPENS IF I PUSH AN AUTOSHIP ORDER?

You will receive your credits only if your autoship order has been paid for before the end of the month; this means that –for example– if the credit card registered for the automatic autoship payments has expired or is invalid, you will not earn credits for that month. You will



MONAT GLOBAL

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not earn a rewards until you fix the issue or use a different method of payment to cover the purchase.

CAN I USE MY CREDITS TO COVER AN AUTOSHIP ORDER?

Yes, but you'll need to contact Customer Care to redeem your credits.

CAN I USE MY CREDITS TO PAY FOR SHIPPING COSTS AND/OR TAXES?

No. You can only redeem your credits on product purchases; credits do not cover shipping costs or taxes.

WILL I HAVE TO PAY FOR SHIPPING COSTS ON ORDERS I PLACE USING MY CREDITS?

If the purchase is \$84 USD/\$110 CAD or greater with an active autoship template, no, you do not have to pay for shipping; this is actually one of the perks of being a VIP Customer. However, if your order is less than \$84 USD/\$110 CAD, or if you discontinue your autoship in the future, you will be required to pay for shipping costs.

WILL TAXES APPLY TO PRODUCTS I PURCHASE EVEN WHEN USING MY CREDITS TO PAY FOR THE ORDER?

Yes, you are required to pay taxes on any products you purchase, whether using your credits or not.

WHEN WILL MY CREDIT REWARDS BE AVAILABLE FOR ME TO SPEND?

You will be awarded the credits once you complete your 3 & Thank You; these will be available for redemption after the 15th of the following month. For example, you complete your 3 & Thank You in June, but you will not see your earned credits until July 15th. The same method applies to future credit earnings; you will see the new earned credits the 15th of every month.

WHERE CAN I SEE MY REWARDS CREDITS? HOW DO I KNOW HOW MANY I HAVE LEFT?

This functionality is not yet available.

DO I NEED TO REDEEM MY CREDITS ALL AT ONCE OR CAN I SAVE SOME FOR LATER?

You can spend them or save them. Think of your credits as money in your bank account. They are yours and will stay in your account (as long as you remain an active VIP Customer) until you choose to redeem them. In fact, the more credits you build up in your account, the more products you will be able purchase in the future. Remember, to use your credits, contact Customer Care.



MONAT GLOBAL

VIP 3 & Thank You Rewards

FAQs for VIP Customers



IF I UPGRADE AND BECOME A MARKET PARTNER, CAN I STILL USE THE CREDITS I EARNED AS A VIP?

Yes.

IF I DROP OUT OF MONAT ALTOGETHER, CAN I STILL USE MY REMAINING CREDITS?

No. If you leave MONAT completely, you will lose your credits.

WHAT IF 1 OF MY 3 & THANK YOU VIPS DROPS OUT OF THE VIP PROGRAM, CANCELS THEIR AUTOSHIP SERVICE, OR RETURNS THEIR PRODUCTS? WILL I RECEIVE MY CREDITS?

No. You will receive your credits only as long as every one of your VIPs remains active and their monthly autoship payment have cleared for the month you earned your 3 & Thank You credits. If any of them drops down or out, or if their payment method is rejected (i.e. invalid or expired credit card), you will not receive the credits, because the set of 3 VIPs has been broken. If your VIP returns their products before you have been awarded the 3 & Thank You credits, you will not receive the credits. However, once your credits have been awarded to you, they are yours to keep and use.