



VIP CUSTOMER PROGRAM

FAQs for Market Partners



MONAT GLOBAL



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Features: 15% discount

Free Shipping on autoship orders of \$84 USD/\$110 CAD VIP pricing

\$10 USD/\$12 CAD credit coupon issued upon enrollment to use on any non autoship order

\$20 USD/\$25 CAD off every fourth autoship order, following three qualifying orders of \$84 USD/\$110 CAD or more.

\$84 USD/\$110 CAD credit with our 3 & thank you program

Access to flash sales and special offers.

Easy & flexible online ordering

Q: WHEN DID THE ENHANCEMENTS TO THE VIP PROGRAM TAKE EFFECT?

A: Feb. 1, 2016.

Q: WHAT IS AN "ACTIVE" VIP?

A: Active means completing a minimum of three orders qualifying orders within a six month period. Remaining active entitles a VIP to the features listed above.

Q: WHEN CAN A VIP CANCEL?

- A:
1. Within their first 30 days, provided they return the products received in the initial order. They must contact Market Partner and Customer Care before the second order has shipped.
 2. Once they have completed three qualified orders within a 6-month period. A qualified order is \$84 USD/\$110 CAD or more.
 3. When upgrading to MP. The VIP can contact Market Partner and Customer Care to upgrade and apply the \$19.99 USD/\$24.95 CAD VIP enrollment fee towards the Market Partner starter kit.

Q: HOW DOES THE 30-DAY MONEY-BACK GUARANTEE APPLY TO THE VIP PROGRAM?

A: All MONAT products ALWAYS include a 30-day money-back guarantee. If a VIP Customer is not satisfied with the products included in their first order, they can send them back for a full refund and in this situation (i.e., only one order was shipped), they have the option of cancelling their VIP membership, but they must return the product.

If a VIP Customer returns product from any order other than the first, this is not sufficient reason to cancel the VIP Customer's membership.

Q: HOW OFTEN DOES A VIP RECEIVE A \$20 USD / \$25 CAD CREDIT FOR THEIR MONTHLY AUTOSHIP?

A: VIPs receive a \$20 USD / \$25 CAD credit following every third qualified monthly autoship order. A qualified order is \$84 USD/\$110 CAD or more.



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Q: DO YOU HAVE TO HAVE AN AUTOSHIP SETUP TO RECEIVE THE SINGLE, LIFE-TIME VIP ENROLLMENT FEE OF \$19.99 USD/\$24.95 CAD?

A: Yes.

Q: HOW DOES A VIP CUSTOMER WHO PLACES THEIR 4TH QUALIFYING ORDER RECEIVE \$20 USD/\$25 CAD OFF OF THE ORDER?

A: The reduction will automatically apply to every fourth qualifying order.

Q: WHAT DOES A VIP CUSTOMER COMMIT TO WHEN JOINING THE VIP PROGRAM?

A: A VIP Customer agrees to receive at least three qualifying autoshipments within a six month period—a minimum of \$84 USD/\$110 CAD each.

Q: WILL THE \$10 CREDIT BE ADDED TO EXISTING VIPS OR ONLY NEW ONES?

A: This special offer is only available for new VIPs.

Q: IS THERE A SPECIFIC TIME FRAME FOR 3 AND THANK YOU? FOR EXAMPLE, IF A VIP ADDS TWO FRIENDS THIS MONTH, AND TWO MONTHS LATER ADDS A THIRD, AND ALL THREE ARE STILL ACTIVE VIPS—WHEN WILL THE VIP WHO ENROLLED HER THREE FRIENDS GET THE \$99 RETAIL CREDIT?

A: As soon as a VIP has three active friends who each place an order in a single month, the credit is activated. He or she can then contact Customer Service to have it applied.

Q: WHAT IF I HAD A NEW VIP SIGN-UP SINCE FEB 1 2016 AND THEY DID NOT RECEIVE THEIR \$10 CREDIT, OR AN EXISTING VIP CUSTOMER WHO PLACED THEIR 4TH ORDER AND DID NOT RECEIVE THEIR \$20 CREDIT? WILL THEY BE ABLE TO RECEIVE THIS CREDIT RETROACTIVELY FROM THE DATE OF THE ANNOUNCEMENT?

A: Yes, they will be eligible to receive the credit retroactively. If that has happened, please have them call Market Partner and Customer Care (1-844-696-6628) to make sure their credits are applied.