

Flexship Program FAQ

VIP Customer and Market Partners

FAQ subject to change

Q: WHAT IS THE FLEXSHIP PROGRAM?

A: The Flexship Program is an exclusive program available for both VIP Customers and Market Partners. It allows VIPs and Market Partners to receive scheduled deliveries of MONAT products. The program includes free shipping on qualified Flexship orders as well as a free “Only For You” travel-sized product per Flexship order.

Q: WHAT IS FLEXSHIP?

A: Flexship stands for Flexible Shipment, and it is a customisable recurring delivery of your favourite MONAT products that allows you to select the dates and frequency to suit your needs. Flexship may be scheduled every 30–60 days.

Q: HOW DOES THE FLEXSHIP PROGRAM WORK FOR VIP CUSTOMERS?

A: VIP Customers are prompted to create a qualifying Flexship order of AUD \$130 or more at the time of enrolment. For each qualifying Flexship order, VIP Customers will receive:

- Free shipping
- Free “Only For You” product
- Bonus VIP Points

VIP Customers may edit the ship date and contents of their Flexship anytime within their account page. They may also opt in and out of Flexship at any time within their account page.

Q: HOW DOES THE FLEXSHIP PROGRAM WORK FOR MARKET PARTNERS?

A: Market Partners are prompted to create a qualifying Flexship order of AUD \$130 or more at the time of enrolment but may choose to skip this step. For each qualifying Flexship order, Market Partners will receive:

- Free shipping
- Free “Only For You” product

Market Partners may edit the ship date and contents of their Flexship anytime within their account page. They may also opt in and out of Flexship at any time within their account page. Market Partners must wait 60 days after opting out of Flexship to create a new Flexship.

Q: IS IT MANDATORY FOR VIP CUSTOMERS OR MARKET PARTNERS TO BE ON FLEXSHIP TO BE CONSIDERED ACTIVE?

A: No, Flexship is not mandatory for VIP Customers or Market Partners. It is a voluntary service that can be opted in or out of.

Q: HOW DO I RECEIVE AN “ONLY FOR YOU” PRODUCT?

A: Only For You products are included within each qualifying Flexship order. The product selection varies each month. VIP Customers and Market Partners may select which Only For You product they wish to receive when editing their Flexship. If a Flexship is scheduled for the 1st of the month, the Flexship order will automatically add the default Only For You product for that month.

Q: ONCE I SET UP A FUTURE FLEXSHIP, AM I ABLE TO UPDATE IT?

A: Yes, you may update the ship date, frequency, and/or contents of your Flexship anytime within your account page.

Q: IF I HAVE ALREADY PUSHED MY ORDER OUT 60 DAYS, CAN I PUSH IT OUT AGAIN?

A: Yes, you can push your order out up to 60 days at a time from the date you are making the changes.

Q: ARE THERE ANY RESTRICTIONS ON WHEN I CAN RECEIVE MY FLEXSHIP ORDER?

A: Yes, Flexship does not run from the 26th until the last day of each month. This is to ensure timely shipping of your products prior to month end. Please note, regular orders will still run as usual within this timeframe. Time of placement for Flexship orders will default to Australian Eastern Standard Time Zone (AEST).

Q: IF I ENROLLED AS A VIP CUSTOMER AFTER MARCH 1, 2022, CAN I OPT OUT OF MY FLEXSHIP ORDER AT ANY TIME?

A: Yes, you may opt out of your Flexship at any time through your account page.

Q: IF I ENROLLED AS A VIP CUSTOMER PRIOR TO MARCH 1, 2022, CAN I OPT OUT OF MY FLEXSHIP ORDER AT ANY TIME?

A: Yes, you may opt out of your Flexship at any time by contacting customer care. You may be subject to a cancellation fee depending on the number of Flexship orders placed.

- If you wish to opt out after receiving your Enrolment order, you will be charged a fee of AUD \$35
- If you wish to opt out after receiving one Flexship order (after your enrolment order), you will be charged a fee of AUD \$25 .
- If you have completed three Flexship orders, cancellation fees do not apply.

Your VIP enrolment fee is non-refundable in all circumstances after the first 30 days of enrolment.

Q: AS A MARKET PARTNER, CAN I OPT OUT OF MY FLEXSHIP ORDER AT ANY TIME?

A: As a Market Partner you can opt out of your Flexship at any time, however you will not be able to set up another new one for another 60 days.

Q: CAN A MARKET PARTNER ENROLL VIP CUSTOMERS FROM THE 26TH UNTIL THE END OF THE MONTH?

A: Yes, we will still ship any new VIP enrolment orders within this timeframe.