



VIP CUSTOMER PROGRAM

FAQs for Market Partners



MONAT GLOBAL



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Q: HOW OFTEN DOES A VIP GET \$20 USD / \$25 CAD OFF THEIR MONTHLY AUTOSHIP?

A: VIPs receive \$20 USD / \$25 CAD off of every fourth monthly autoship order.

Q: IS THE FORMULA DIFFERENT IN THE NEW MONAT BLACK SHAMPOO+CONDITIONER? DOES IT STILL HAVE PEPPERMINT OIL IN IT?

A: This is the same formulation you have come to know and love, in new packaging and part of a fantastic, complete system – exclusively for men.

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

A: Yes.

Q: WILL THE TRAVEL SIZES BE AVAILABLE AT ALL TIMES OR ONLY AS PART OF THE FLASH SALE?

A: The travel kit is a promotional item and is only available as part of the flash sale.

Q: WILL THERE BE SAMPLES OF THE NEW PRODUCTS?

A: Yes, this is in currently in process. More details to come soon.

Q: WILL THERE BE TRAVEL SIZES OF ANY OTHER PRODUCTS?

A: We do not have any immediate plans to offer additional travel size products, but stay tuned because we are making changes and updates all of the time.

Q: DO YOU HAVE PRODUCT INFORMATION SHEETS ON ALL OF THE NEW PRODUCTS?

A: We expect to have these available on-line by February 1.

Q: CAN WE GET A COMPARISON OF S3 BY MONAT TO HAIR, SKIN AND NAILS PRODUCTS OF OTHER BRANDS?

A: The difference would be found in our proprietary blend, which features clinically studied, highly beneficial ingredients. S3 by MONAT is specifically formulated to support healthy hair. And, we say NO to: sulfates, parabens, harsh salt systems, phthalates, PEG, DEA/MEA, harmful colors and harmful fragrances. S3 by MONAT is also gluten free and uses no animal ingredients—not even animal by-products.



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Q: WILL THE \$10 USD / \$12 CAD 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 USD / \$110 CAD RETAIL CREDIT?

A: As soon as a VIP has three active friends that 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 MP, OR VIP SIGN-UP AND THEY DID NOT RECEIVE THEIR \$10 USD/ \$12 CAD CREDIT, OR AN EXISTING VIP CUSTOMER THAT PLACED THEIR 4TH ORDER AND DID NOT RECEIVE THEIR \$20 USD/ \$25 CAD? 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 Customer Service (1-844-696-6628) to make sure their credits are applied.