



# VIP CUSTOMER PROGRAM

VIP Customers in Canada - FAQ

September 15, 2019



MONAT Global

## VIP CUSTOMER TERMS

Your VIP Customer participation and payment authorization will remain in effect until you elect to alter, change or cancel any aspect of your VIP Customer Agreement, by contacting MONAT Customer Care at (833) 750-4880

### FEATURES:

- FREE shipping\*
- 15% DISCOUNT on all MONAT products
- Only For You LIMITED EDITION monthly products in qualifying Flexship orders
- FLEXIBILITY to choose different products in every order
- Refer-A-Friend Program Eligibility
- Access to Flash Sales, special offers & promotions
- Easy online ordering
- Birthday promotional gift
- Option to upgrade to MONAT Market Partner

*\*Handling fee applies (see below for details).*

### Q: WHAT ENHANCEMENTS DID WE MAKE TO THE VIP PROGRAM AND WHY?

A: We have introduced the Refer-A-Friend Program, a referral program that provides an incentive for VIP Customers to recommend MONAT products to their friends by rewarding you both with a one-time future credit once the new friend successfully joins as a new VIP Customer and their enrollment order ships.

### Q: WHAT IS ONLY FOR YOU?

A: Only For You products are EXCLUSIVE and LIMITED EDITION products (valued at \$32 CAD) that only VIPs and Market Partners on Flexship will receive in every qualified Flexship order of \$110 CAD or more, including the enrollment order. Similar to a “product of the month” offering, Only For You products change each month and will not be available for purchase.

### Q: WHAT IS AN “ACTIVE” VIP?

A: An Active VIP is one who has a scheduled Flexship, regardless of when that Flexship is scheduled to process and ship. Remaining active in the VIP Program entitles a VIP to the features listed above.

### Q: WHAT IS A QUALIFIED FLEXSHIP ORDER?

A: A qualified Flexship order is an order that equals to \$110 CAD or more.

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

A: To qualify for 15% off the Suggested Retail Price and free shipping on orders, a VIP commits to placing two or more Flexship orders of \$110 CAD or more, following their enrollment order. A VIP can still qualify for a 15% discount without meeting the Flexship threshold of \$84 USD or more, but their order will not qualify as one of the required Flexship orders, nor ship for free. A VIP schedules their first Flexship order during enrollment. By default, their next order will ship approximately 30 days later; however, this order can be rescheduled for up to 60 days out. The VIP is not required to receive an order before scheduling a later delivery date for a subsequent order. In the VIP Customer Back Office, an order can be rescheduled for up to 60 days from “today” at any time. This applies to second Flexship (third order) and subsequent recurring orders as well. Orders process on the day(s) designated by the VIP, at the same great VIP price. The VIP can customize and schedule shipments online at any time or by contacting their sponsoring Market Partner or MONAT Customer Care at (833) 750-4880.

### Q: WHAT IS FLEXSHIP SERVICE?

A: As an added convenience to its VIP Customers, MONAT offers a Flexship Program with convenient scheduled deliveries of MONAT products to your home. To become a VIP Customer, you must register for the MONAT Flexship Program. By registering for the VIP Program, you agree to 3 Flexship deliveries—the enrollment order, plus two additional Flexship orders, each of \$110 CAD or more.

### Q: IF I ALREADY PUSHED MY ORDER OUT 60-DAYS, CAN I RESCHEDULE AGAIN?

A: Yes, but only in 60-day increments.

### Q: WHAT ARE THE SPECIFIC REQUIREMENTS TO QUALIFY FOR THE REFER-A-FRIEND CREDIT?

A: When the new VIP joins, they will need to enroll into the VIP Program with the following steps to receive their credit:

- Enroll through their referring VIP's unique referral link
- Pay the VIP enrollment fee (\$24.95 CAD)
- Choose products for their qualifying enrollment order (\$110 CAD or more)
- Choose a free Only For You product
- Schedule out their first Flexship order
- Process payment for the enrollment order

Once their enrollment order ships, they will see their one-time credit (\$25 CAD) automatically applied on their first scheduled Flexship order.

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

A: MONAT offers VIP Customers a 100% money-back, satisfaction guarantee (less shipping and handling charges) on all its products for a period of 30-days after receipt. After this 30-day period, MONAT will refund 90% of the product purchase price; provided the return product is in resealable condition, unopened, unused, and undamaged.

**Q: WHAT HAPPENS IF A VIP DECIDES TO BECOME A MARKET PARTNER?**

A: When upgrading to MP, it is necessary for the VIP to contact their sponsoring Market Partner or MONAT Customer Care at (833) 750-4880 to upgrade and apply the \$24.95 CAD VIP enrollment fee toward the Market Partner starter kit and cancel further VIP Flexship orders.

**Q: WHAT HAPPENS WHEN A VIP COMPLETES THEIR FLEXSHIP REQUIREMENT?**

A: If you fulfill the VIP Flexship requirement, by placing three Flexship Orders (1 enrollment order + 2 Flexship orders of \$110 CAD or more), you will continue to enjoy the 15% discount on all MONAT products and access to flash sales and promotions. You can cancel your Flexship after completing three qualifying orders and still enjoy the 15% discount on all MONAT products, and access to flash sales and promotions. If you cancel your VIP Account after completion of the Flexship membership, you will be removed from the MONAT system entirely and will have to reapply to receive VIP benefits again in the future.

**Q: WHEN CAN A VIP CANCEL THEIR FLEXSHIP ACCOUNT?**

A: As a VIP Customer, you have the option of cancelling your account in the following circumstances:

(a) Within 30 days of receiving your first order, provided you return all products received in the initial order. You must contact the Customer Care team before the second order has shipped in order to cancel.

(b) Once you have completed 3 or more qualified Flexship orders. A qualified Flexship order is \$110 CAD or more. If you have completed 3 or more Flexship orders, you will not be charged a cancellation fee.

(c) You can upgrade to a MONAT Market Partner at any time in your VIP Customer account page, by contacting your sponsoring Market Partner or contact MONAT Customer Care at (833) 750-4880. You may apply the \$24.95 CAD VIP enrollment fee toward the Market Partner starter kit and cancel further VIP Flexship orders without penalty.

**Q. WHAT IS THE COST TO CANCEL THE VIP CUSTOMER AGREEMENT?**

A. By joining MONAT's VIP Program, you agree to purchase 2 qualifying Flexship orders of \$110 CAD or more after your enrollment order. Because you are receiving VIP benefits when you signed up, there is a cancellation fee if you fail to purchase those qualifying Flexship orders. If you cancel after your enrollment order, the cancellation fee is \$33 CAD. If you cancel after purchasing 2 Flexship orders (Enrollment order + 1 Flexship order), the cancellation fee is \$25 CAD. If you cancel your account after the first 30 days, at any time, the VIP Program Enrollment Fee of \$24.95 CAD is non-refundable.

**Q: WHAT AND HOW MUCH IS THE HANDLING FEE?**

A: A minimal handling fee will be added to all orders to cover the cost of the packaging and movement of the order. ONAT charges applicable sales tax on all orders. Handling fee will be applied as follows.

- Orders of \$80 CAD or less: \$1.50.
- Orders of \$80.01 CAD or more: \$3.00.