

Flexship Program FAQ

VIP Customer and Market Partners

FAQs are subject to change

August, 2024

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: DO I GET FREE SHIPPING ON NON FLEXSHIP ORDERS?

A: VIP and Market Partners with an active and qualifying Flexship order do receive free shipping on all qualifying orders of \$140 NZD placed on their account. If no active Flexship is present on the VIP or Market Partner account, shipping will be charged at \$15.95.

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

A: VIP Customers are prompted to create a qualifying Flexship order of \$140 NZD or more at the time of enrolment. For each qualifying Flexship order, VIP Customers will receive:

- Free shipping
- Free “Only For You” product

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 \$140 NZD 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 New Zealand Standard Time Zone (NZST).

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 ENROL 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.