

MONAT VIP Perks™

FAQs for MPs & VIPs in New Zealand

**FAQ are subject to change.*

January 28, 2024

Q: WHAT IS MONAT VIP PERKS™?

A: MONAT VIP Perks™ is a customer program offered by MONAT that rewards MONAT VIP Customers with various perks including free shipping, order discounts, free products, and other exclusive benefits.

Q: HOW CAN I RECEIVE MONAT VIP PERKS™?

A: To receive MONAT VIP Perks™, one must become a MONAT VIP Customer via the MONAT Global website at monatglobal.com > *VIP* > *Become a VIP* and meet the following requirements:

- a. Create one initial order of \$130 NZD or more
- b. Create one additional Flexship order of \$130 NZD or more; and
- c. Reside in New Zealand, a New Zealand Territory, or any country that MONAT has officially announced is open for business; and
- d. Be 18 years of age or older

Q: WHAT PERKS ARE OFFERED THROUGH MONAT VIP PERKS™?

A: The perks offered through MONAT VIP Perks™ are as follows:

- 15% off: Every product. Every day.
- Free Shipping: Qualifying Flexship orders over \$130 NZD always ship free.
- MONAT Purchase +™: VIPs receive an additional 15–25% off their purchase, depending on their order total.
- VIP Points: With every purchase, VIPs earn points they can accumulate and redeem as they like for customized money-savings coupons.*
- Birthday Bonus: VIPs receive a \$44 NZD Reward Coupon on their special day.
- Anniversary Gift: Celebrate with a \$10 NZD Reward Coupon on your anniversary of becoming a MONAT VIP.
- Flexship: VIPs choose their products and their frequency—every 30 or 60 days—and may update their order or adjust their schedule anytime, hassle-free!
- FREE Products: VIPs receive a FREE full-sized product in their second, third and fourth Flexship order of \$130 NZD or more.
- Exclusive Sales & Promotions: VIPs enjoy exclusive access to flash sales and special promotions, offering even more savings.

*VIPs must be opted into VIP Points in order to receive these rewards. To opt in, please log into mymonat.com, click on the rewards icon, and follow the instructions presented within the pop-up.

Q: HOW DO I RECEIVE THE ADDITIONAL DISCOUNTS OFFERED THROUGH MONAT PURCHASE +™?

A: No action is needed to receive the 15–25% additional discount earned through MONAT Purchase +™. We will do it for you! Just shop for your favourite MONAT products, reach one of the three thresholds, and the discount will automatically unlock for your order.

Additional Purchase +™ Discount	VIP Price Threshold
15%	\$170 +
20%	\$221 +
25%	\$366 +

Q: WHAT ARE VIP POINTS?

A: VIPs earn points (VIP Points) on every regular, Flexship and Flash Sale order they place. For every \$1 NZD spent on any regular or Flash Sale/promotional order, the VIP will be awarded 1 VIP Point. For every \$1 NZD spent on any Flexship order, the VIP will be awarded 1.5 VIP Points. Points are applied to the order subtotal amount less shipping, handling, tax, and any additional discounts. VIPs may redeem their VIP Points for customised money-savings coupons as shown below.

Points	Coupon Value
100	\$10
150	\$15
200	\$20
300	\$30
500	\$50

Please note: VIPs must be opted into VIP Points in order to receive these rewards. To opt in, please log into mymonat.com, click on the rewards icon, and follow the instructions presented within the pop-up.

Q: WHAT IS FLEXSHIP?

A: Flexship stands for “flexible shipment.” Through Flexship, VIPs can create customisable, recurring orders of their favourite MONAT products. VIPs have full control of Flexship: They may change the contents of their order, edit the next scheduled date, and update shipment frequency to suit their needs. VIPs may cancel or recreate a Flexship at any time from their VIP account page.

And don't forget: Flexship orders unlock the following rewards:

- Free shipping of Flexship orders of \$130 NZD or more
- 50% more VIP Points earned for each \$1 NZD spent on Flexship orders
- A bonus of 10 VIP Points per Flexship order
- Redeem a free full-sized product in your second, third and fourth Flexship order of \$130 NZD or more

Q: HOW CAN A VIP ADD THEIR FREE FULL-SIZE PRODUCT TO THEIR NEXT FLEXSHIP ORDER?

A: Once a VIP has earned a complimentary Flexship gift, they must redeem this on their next scheduled Flexship Order of \$130 NZD or more by simply accessing their VIP Account on MyMonat.com and going to their Flexship settings. When editing their Flexship, they will be prompted to select their gift from an assortment of our most popular products. Please allow 5–7 business days after the Flexship order is shipped for the free gift to be able to be redeemed on the next qualifying Flexship order.

Q: WHAT ARE THE FREE FULL-SIZE PRODUCT OPTIONS?

A: Flexships 2,3 and 4 will have the chance to select from the following products. This list of products will be updated if/when the product assortment is changed.

FREE FULL-SIZED PRODUCT OPTION	FLEXSHIP
Pore Refiner™	2
MONAT IR™ Mascara	2
Damage Repair Bond-Fortifying Hair Leave-in Crème	2
MONAT Junior™ Gentle Detangler	2
Scalp Purifying Scrub	3
MONAT STUDIO ONE™ THE CHAMP™ Conditioning Dry Shampoo	3
MONAT BODY CARE™ Moisturize & Replenish Body Wash	3
MONAT Hydration Booster™ Hyaluronic Serum Plus	3
REJUVENIQE®	4
Rewind™ Age Control Nectar	4

MONAT Scalp Comfort™ Rebalancing Serum	4
Night Haven™ Overnight Age Control Cream	4

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

A: MONAT offers a 30-Day money back satisfaction guarantee (minus shipping and handling charges) to all MONAT VIP Customers. If you are not satisfied with any MONAT product you purchase, for any reason, you may return the unused portion of the product to MONAT within 30 days for a full refund of the purchase price (minus shipping and handling charges). After 30 days, MONAT offers a 90% refund of the purchase price (minus shipping and handling charges) on the return of all unopened and unused products. Note that VIP Points and reward coupons are non-refundable; refer to VIP Loyalty Rewards FAQs for full details around our VIP Loyalty Perk.

For more details and instructions on MONAT's 30-Day Money-Back Guarantee, refer to:

<https://monatglobal.com/refunds-returns-shipping-and-cancellation-policy/>

Q: HOW CAN A VIP CUSTOMER UPGRADE TO MONAT MARKET PARTNER?

A: A VIP Customer may upgrade to Market Partner at any time within their VIP Customer Account by selecting the "Upgrade" tab or by contacting their sponsoring Market Partner. In doing so, the VIP will forfeit any VIP Points or rewards earned through MONAT VIP Perks™.

FOR MARKET PARTNERS ONLY:

Q: HOW CAN ONE OF MY CUSTOMERS OR CONTACTS BECOME A VIP CUSTOMER AND RECEIVE VIP PERKS™?

A: Here are three ways:

- Visit monatglobal.com > VIP > Become a VIP and provide the required information, including your account ID number in the Sponsor field.
- Share your MyMONAT site URL so they can complete the process by themselves.
- Build and share a shopping cart with your prospective VIP Customer.

Q: WHERE CAN I FIND MORE DETAILS ON VIP POINTS?

A: Refer to our VIP Points FAQ in your Resource Library for more details on VIP Points including VIP Point redemption, impact to your Volume, and more.