



VIP CUSTOMER PROGRAMME

FAQs

Effective 1st May, 2018



MONAT Global UK LTD

FEATURES OFFERED TO ACTIVE VIP CUSTOMERS:

- ✓ 15% DISCOUNT on MONAT products
- ✓ FREE Only For You LIMITED EDITION monthly products in every single qualifying Flexship order
- ✓ FREE shipping on qualifying Flexship orders
- ✓ £60 CREDITS with our 3 & Thank You Rewards Programme
- ✓ ACCESS to Flash Sales, special offers & promotions
- ✓ FLEXIBILITY to choose different products in every Flexship order
- ✓ EASY online ordering
- ✓ Option to UPGRADE to MONAT Market Partner
- ✓ Birthday recognition

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

A: The MONAT Flexship programme entitles VIPs to 15% off retail prices and free shipping on their order. To qualify for 15% off retail pricing and free shipping on orders of a minimum £60, they commit to placing two or more Flexship orders of at least £60 following their enrolment order. For more details, please refer to the VIP Customer Agreement Terms and Conditions.

Q: WHAT IS AN “ACTIVE” VIP CUSTOMER?

A: An active VIP Customer is one who has a scheduled Flexship, regardless of when that Flexship is scheduled to process and ship. Remaining active in the Flexship programme entitles a VIP to the features listed above. In order to maintain membership, the VIP must fulfil the total of three required qualified Flexship orders (includes their initial enrolling order).

Q: WHAT IS MONAT’S FLEXSHIP SERVICE?

A: With MONAT’s Flexship Service we will conveniently deliver the VIP Customer’s products directly to their door. Here is how it works:

1. A VIP enrolls and places their first qualified Flexship order. They will receive an immediate perk with the Only For You product in their first order!
2. The VIP agrees that their second and third Flexships are also £60 or more.
3. The VIP orders them on their schedule! They decide when their products come—they can push delivery as often as they like. They can choose the products that work for them and when they ship.

Q: WHAT IS A QUALIFIED FLEXSHIP ORDER?

A: A qualified Flexship is an order of a minimum £60.

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

A: Yes, but only up to 60 day increments.

Q: WHAT ARE THE ONLY FOR YOU LIMITED EDITION MONTHLY PRODUCTS?

A: VIP Customers are extremely important to MONAT so we want to ensure they feel this way with every single qualified Flexship order they receive. Our Only For You offerings are exclusive and limited edition products that only VIPs and Market Partners on Flexship will receive in their qualified Flexship order, including the enrolment order. Similar to a “product-of-the-month” offering, Only For You products change each month and will not be available for purchase, making them even more desirable.

Q: WHAT ARE THE SPECIFIC REQUIREMENTS TO QUALIFY FOR THE £60 3 & THANK YOU CREDIT?

A: To qualify to receive the £60 3 & Thank You credit, VIP Customers must have a minimum Flexship order of £60 and must have referred 3 people to the VIP Programme who also made a minimum product purchase of £60 in the same month. Example: Enrol 3 new VIPs at any given time. Once they and 3 of their personal VIP Customers have a qualified Flexship order of £60 in the same calendar month they will be awarded the 3 & Thank You credit(s) to use the following month or in the future. Please see the [3 & Thank You Rewards FAQs](#) for additional details.

Q: HOW DOES THE 30 DAY MONEY BACK GUARANTEE APPLY TO THE VIP CUSTOMER PROGRAMME?

A: All MONAT products ALWAYS include a 30 day money back guarantee. If a VIP is not satisfied with the products included in their first order, they can return them for a full refund and in this situation (i.e., if only their first order has shipped), they have the option to cancel their VIP membership but they must return the product. The VIP membership fee is non-refundable in all circumstances after the first 14 days of enrolment.

If a VIP cancels their membership within their first 30 days of enrolment and returns the products, MONAT will not charge the termination fee. If they cancel their membership within their first 30 days of enrolment but keep the products, MONAT will charge the termination fee.

Q. WHAT HAPPENS IF A NEWLY ENROLLED VIP CUSTOMER DECIDES TO CANCEL THEIR MEMBERSHIP?

A. Whether it's within the first 30 days of enrolment or after, returning the products is not a sufficient action to cancel their VIP membership. A credit in the amount of the products will be applied to their account in accordance with MONAT's product returns policy, but if a VIP decides to cancel their VIP Customer account, they will be charged a cancellation fee dependent on the number of Flexship orders placed:

- If a VIP keeps their initial order within 30 days of receiving it, they will be charged a fee of £19.
- If a VIP has received two Flexship orders (one being the enrolment order), they will be charged a fee of £15.

VIPs must contact UKMonatSupport@monatglobal.com to cancel; this cannot be done online.

Q: WHEN CAN A VIP CANCEL?

A:

- Within 30 days of receiving their first order, provided they return the products received in the initial order. They must contact UKMonatSupport@monatglobal.com before the second order has shipped.
- Once they have completed three or more qualified Flexship orders. A qualified Flexship order is £60 or more.
- If they decide to upgrade to Market Partner.

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

A: They can upgrade to Market Partner status through their VIP Suite. When becoming a Market Partner, the VIP will need to enter into a Market Partner Agreement. MONAT will apply the £18 VIP enrolment fee towards the Market Partner Starter Kit, and to cancel further VIP Flexship orders. For more details, please refer to the [VIP Customer Agreement Terms and Conditions](#).