



VIP CUSTOMER PROGRAMME

FAQs for UK Market Partners & VIPs



MONAT Global

VIP CUSTOMER TERMS

Your VIP Customer participation and payment authorisation will remain in effect until you elect to alter, change or cancel any aspect of your VIP Customer Agreement, by contacting Customer Care at UKMonatSupport@monatglobal.com or 0800 098 8297.

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 Programme Eligibility
- Access to Flash Sales, special offers & promotions
- Easy online ordering
- Birthday promotional gift
- Option to upgrade to MONAT Market Partner

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

A: As a VIP Customer, you are extremely important to MONAT and we want to treat you accordingly with every qualified Flexship order you receive. That's why we introduced Only For You to the VIP programme:

EXCLUSIVE and LIMITED-EDITION products that only VIPs and Market Partners on Flexship will receive in your qualifying Flexship orders.

Additionally, we have introduced the Refer-A-Friend Programme, a referral programme 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 enrolment order ships.

Q: WHAT IS AN ONLY FOR YOU PRODUCT?

A: Only For You products are EXCLUSIVE and LIMITED EDITION products that only VIPs and Market Partners on Flexship will receive in every qualified Flexship order (£60 or more) 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.

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 Programme entitles a VIP to the features listed above.

Q: WHAT IS A QUALIFIED FLEXSHIP ORDER?

A: A qualified Flexship order is £60 VIP pricing.

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

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 £60 or more following their enrolment order. A VIP can still qualify for a 15% discount without meeting the Flexship threshold of £60, but their order will not qualify as one of their 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 customise and schedule shipments online at any time or by contacting their sponsoring Market Partner or Customer Care at UKMonatSupport@monatglobal.com or 0800 098 8297.

Q: WHAT IS FLEXSHIP SERVICE?

A: With Flexship Service, we will conveniently deliver products directly to your door. Here is how it works:

1. Enrol as a VIP and place your first qualified* Flexship order. You will receive an immediate perk with the Only For You product in your first order!
2. Agree that your second and third Flexships are also £60 or more.
3. Order them on your schedule! You decide when they come—you can reschedule delivery as often as you like. Choose the products that work for you and when they ship.

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 enrol into the VIP Programme with the following steps to receive their credit:

- Enrol through their referring VIP’s unique referral link
- Pay the VIP enrolment fee (£18)
- Choose products for their qualifying enrolment order (£60)
- Choose a free Only For You product (if applicable that month)
- Schedule out their first Flexship order
- Process payment for the enrolment order

Once their enrolment order ships, they will see their one-time credit (£15) automatically applied on their first scheduled Flexship order.

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

A: MONAT offers VIP Customers a 100% money-back, satisfaction guarantee (less shipping 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 WOULD LIKE TO BECOME A MARKET PARTNER?

A: When upgrading to MP, it is necessary for the VIP to contact their sponsoring Market Partner or Customer Care at UKMonatSupport@monatglobal.com or 0800 098 8297 to upgrade and apply the £18 VIP enrolment fee toward the Market Partner starter kit and cancel any further VIP Flexship orders.

Q: WHEN CAN A VIP CANCEL THEIR AGREEMENT?

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

- Within 30-days of receiving your first order, provided you return the products received in the initial order. You must contact the Customer Care team before the second order has shipped.
- Once you have completed 3 or more qualified Flexship orders. A qualified Flexship order is £60 or more. If you have completed 3 or more Flexship orders, you will not have to pay a cancellation fee.
- You can upgrade to a Market Partner at any time in the VIP Customer Back Office, or by contacting your sponsoring Market Partner or Customer Care Team at UKMonatSupport@monatglobal.com or 0800 098 8297. You may apply the £18 VIP enrolment fee toward the Market Partner starter kit and cancel any further VIP Flexship orders.

Q: WHAT IS THE COST TO CANCEL THE VIP CUSTOMER AGREEMENT OUTSIDE OF THE ABOVE TERMS?

A: By joining our VIP Programme, you have agreed to purchasing 2 qualifying Flexship orders of £60 or more after your enrolment order. Because you are receiving VIP Perks when you sign up, there is a cancellation fee if you fail to purchase those qualifying Flexship orders. If a VIP cancels after their enrolment order the cancellation fee is £19. If a VIP cancels after purchasing 2 Flexship orders (Enrolment order + 1 Flexship order), the cancellation fee is £15. The VIP membership fee of £18 is non-refundable.