



VIP CUSTOMER AGREEMENT UPDATE FAQs

VIP CUSTOMERS – US, CAN AND UK
AUGUST 15, 2019



MONAT Global UK LTD

Q: WHY ARE WE UPDATING THE VIP CUSTOMER AGREEMENT?

A: We are updating our VIP Customer Agreement to establish a more specific framework for the Flexship programme. This will allow also us to expand our VIPs Perks.

Q: WHAT WAS UPDATED IN THE VIP CUSTOMER AGREEMENT?

A: The following has been updated in the VIP Customer Agreement:

- o Adjustments to the term “VIP for Life” and completion of the Flexship Programme
- o Updated explanations to the existing Cancellation Fees
- o Updates to the perks within the VIP Programme: Refer-A-Friend Programme Eligibility
- o Updated explanation of the Product Return and Refund Process

Q: IS THE “VIP FOR LIFE” CAMPAIGN BEING UPDATED?

A: No. The requirements of the “VIP for Life” have not changed. A VIP Customer is deemed a “VIP for Life” if they fulfill the VIP Flexship requirement by paying the enrolment fee of £18 and placing three Flexship Orders (1 enrolment order + 2 Flexship orders of £60 or more).

- o For those that have completed their 3 Flexship Orders:
 - A. Nothing will change. They will still be deemed a “VIP for Life” and will receive 15% off all MONAT Products. If the VIP decides to cancel their Flexship account and remain a VIP, they will still be able to receive 15% off all MONAT Products.
- o For those that have not completed their 3 Flexship Orders:
 - B. Per on the original VIP Customer Agreement, they are required to fulfill their VIP Flexship requirement by placing three Flexship Orders (1 enrolment order + 2 Flexship orders of £60 or more), in order to be considered a “VIP for Life”.

Q: ARE WE GOING TO “GRANDFATHER” IN VIPS WHO WERE ORIGINALLY ENROLLED AND INFORMED THEY ARE A “VIP FOR LIFE” WITHOUT COMPLETING THEIR 3 FLEXSHIPS?

A: For those that have completed their 3 Flexship Orders:

- o They will be deemed a “VIP for Life” and will continue receiving a 15% discount on all MONAT Products. This VIP continues to enjoy their discount even if they cancel their Flexship.

A: For those who have not completed their 3 Flexship Orders:

- o No. Per the original VIP Customer Agreement, the VIP must meet their Flexship requirement (1 enrolment order + 2 Flexship Orders) to enable them to be a “VIP for Life.”

Q: HAVE ANY CANCELLATION FEES CHANGED?

A: There were no changes to the cancellation fees, but a more detailed explanation of our policy was added to the new VIP agreement (Section 5). If a VIP cancels after 14 days from their enrolment order, the cancellation fee is £19. If the VIP cancels after purchasing 2 Flexship orders (Enrolment order + 1 Flexship order), the cancellation fee is £15. If they cancel, after 14 days from enrolment the VIP Enrollment Fee of £18 is non-refundable.

Q: WHAT HAPPENS AFTER A VIP COMPLETES THEIR FLEXSHIP REQUIREMENT?

A: VIPs are still eligible for the 15% discount on all MONAT products once they complete their Flexship requirement (1 enrolment order + 2 Flexship orders of £60 or more). VIPs can choose to cancel their Flexship after three qualifying orders, but they will continue receiving marketing communications regarding flash sales, promotions and VIP news.

Q: WHAT WAS UPDATED WITHIN THE VIP REFER-A-FRIEND PROGRAMME?

A: Refer-A-Friend qualification: Our new MONAT VIP Refer-a-Friend Programme allows VIPs to earn £15 credits for each new VIP successfully enrolled once their enrolment order has been shipped. New VIPs will also receive a £15 credit toward their next qualifying Flexship order. The update to this programme entitles VIPs to apply only one £15 credit per Flexship order.