



# REFER-A-FRIEND PROGRAMME

FAQs for VIPs in the UK

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August 15, 2019

**Q: WHAT IS THE VIP REFER-A-FRIEND PROGRAMME?**

A: The Refer-A-Friend Programme allows MONAT VIP customers with an active Flexship the ability to refer their eligible friends (each, a “Referee”) to enrol as a VIP, by sharing their unique Refer-a-Friend link through Email, Text, Facebook, or Twitter. Once the Referee successfully completes her or his VIP enrolment and the enrolment order ships, the “Referring” VIP will also receive a one-time £15 credit off a future Flexship order. Additionally, the Referee will see a £15 credit appear on their next scheduled Flexship order summary.

**Q: CAN A CURRENT VIP REFER THEMSELVES?**

A: No. Only existing VIP Customers with an Active Flexship account, can refer a friend. You must refer a friend—you cannot refer yourself. Eligible Referees must not have an existing account with MONAT.

**Q: CAN A VIP REFER A FRIEND IN MARKET OTHER THAN THEIR LOCAL MARKET?**

A: Yes. The Refer-A-Friend Programme is valid for residents of the U.S., Canada, UK, and associated areas in which MONAT Products are legally sold.

**Q: WHAT IS THE AMOUNT OF CREDIT THEY WILL EACH RECEIVE?**

A: The newly enrolled (Referee) VIP and Referring VIP will both receive a referral credit as listed below according to their local market.

UK = £15

US = \$20 USD

CAN = \$25 CAD

**Q: HOW DOES A CURRENT (REFERRING) VIP ENROL A NEW (REFEREE) VIP THROUGH REFER-A-FRIEND?**

A: The only way to enrol a Referee through the Refer-A-Friend Programme, is if the “Referring” VIP shares their unique referral link found in the VIP Suite under Refer-A-Friend on the dashboard. This referral link is a unique link generated by our system which identifies the VIP. This allows for a redeemable credit to be given per successful enrolment when a friend becomes a NEW VIP.

Their referral link can be sent via Email, Text, Facebook, or Twitter.

**Q: WHAT DOES THE NEW (REFEREE) VIP NEED TO DO IN ORDER TO RECEIVE THEIR REFER-A-FRIEND CREDIT?**

A: To successfully enrol as a VIP to receive credit, the following steps need to be completed:

- Enrol through the Referring VIP’s unique referral link
- Pay the VIP enrolment fee £18
- Choose products for their qualifying enrolment order £60 or more
- Choose a FREE Only For You product
- Schedule out their first Flexship order
- Process payment for the enrolment order

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

**Q: WHEN WILL THE CURRENT (REFERRING) VIP RECEIVE THEIR REFER-A-FRIEND CREDIT?**

A: When the Referee joins, the Referring VIP will receive their credit once the Referee’s enrolment order has shipped. The credit will appear on their Refer-A-Friend dashboard and will be available to use on their next scheduled Flexship order.

**Q: AS A REFERRING VIP, IS THERE A LIMIT TO HOW MANY FRIENDS YOU CAN REFER AND HOW MUCH CREDIT YOU CAN ACCUMULATE?**

A: There is no limit to how many friends a VIP can refer and there is no limit to how many credits they can accumulate.

**Q: WHERE CAN A VIP CUSTOMER SEE THEIR REFER-A-FRIEND CREDITS? HOW DO THEY KNOW HOW MANY THEY HAVE LEFT?**

A: VIPs can check their balance in their VIP Suite under the Refer-A-Friend tab on the dashboard. They can also view their balance when they add products to their shopping cart specifically for a Flexship order.

**Q: HOW CAN THE REFER-A-FRIEND CREDITS BE USED?**

A: Refer-A-Friend credits can only be redeemed within Flexship orders. They are not valid on one-time orders within the standard cart and cannot be applied to Flash Sales, or shipping costs.

They cannot be combined with other promotional codes.

**Q: HOW MANY CREDITS CAN A VIP REDEEM PER FLEXSHIP ORDER?**

A: A VIP can only redeem one Refer-A-Friend credit, valued at £15 per Flexship order.

**Q: WHAT HAPPENS IF THE VIP'S CREDIT BALANCE EXCEEDS THE ONE CREDIT ALLOWED PER FLEXSHIP ORDER?**

A: If the amount of referral credits exceeds the one credit allowed per Flexship order, then the remaining referral credits will be available in their account for future use on another Flexship order.

**Q: DOES REFER-A-FRIEND CREDIT EXPIRE?**

A: Yes. Refer-A-Friend credits last 12 months from the date they are issued. After 12 months they expire and may not be used.

**Q: WHAT HAPPENS IF THE REFEREE CANCELS THEIR ENROLMENT ORDER?**

A: If the referee cancels their enrolment order or account, the referring VIP will have the Refer-A-Friend credit removed from their balance. If the referring VIP's Flexship order has already been processed with their Refer-A-Friend credit attached, the credit value from the order cancelled by the referee, will be deducted from their credit balance.

**Q: CAN A REFEREE ENROL IN THE VIP PROGRAMME THROUGH A FLASH SALE? WILL THE REFEREE RECEIVE REFER-A-FRIEND CREDIT AFTER THEY HAVE ENROLLED THROUGH A FLASH SALE?**

A: Yes. A new Referee can enrol into the VIP Programme through a Flash Sale, but they must enrol through their referring VIP's unique Refer-A-Friend link to receive Refer-A-Friend credit. After the Referee's order ships, the referring VIP will see their Refer-A-Friend credit appear in their account balance. The referee will see their Refer-A-Friend credit automatically applied to their next Flexship order.

**Q: CAN REFER-A-FRIEND CREDIT WORK ON PREVIOUSLY PLACED FLEXSHIP ORDERS?**

A: No. Refer-A-Friend credit cannot be applied to previous purchases and it is not redeemable for cash.

**Q: IF THE REFERRING VIP DOESN'T HAVE AN ACTIVE FLEXSHIP SCHEDULED ON THEIR ACCOUNT AT THE TIME REFEREE ENROLS, WHAT HAPPENS TO THEIR REFER-A-FRIEND CREDIT?**

A: Refer-A-Friend credit will be available for use once the referring VIP creates a new Flexship. The referring VIP will see the credit applied on their qualifying Flexship order before the payment is processed.

**Q: HOW DOES A VIP APPLY THEIR REFER-A-FRIEND CREDIT TO THEIR NEXT FLEXSHIP ORDER?**

A: A Referee's Refer-A-Friend credit will automatically be applied to their next qualifying Flexship order. A referring VIP will see their referral credit deducted from their qualifying Flexship order after the order has been processed and before their credit card has been charged. A referring VIP can only redeem one referral credit per Flexship order.

**Q: CAN A VIP HAVE A NEGATIVE REFER-A-FRIEND CREDIT BALANCE?**

A: Yes. This can happen if the Referee, returns their enrolment order after the referring VIP has made a purchase with their earned Refer-A-Friend credit. The referring VIP can only get out of a negative balance, if they refer another friend and they successfully enrol as a VIP.

**Q: WHEN WILL THE CURRENT (REFERRING) VIP SEE THEIR REFER-A-FRIEND CREDIT AVAILABLE ON THEIR DASHBOARD?**

A: When their friend successfully enrolls as a VIP. They can complete their enrolment with the following steps:

- Enrol through their referring VIP's unique referral link
- Pay the VIP enrolment fee £18
- Choose products for their qualifying enrolment order £60 or more
- Choose a free Only For You product
- Schedule out their first Flexship order
- Process payment for the enrolment order

**Q: CAN REFER-A-FRIEND CREDIT BE COMBINED WITH OTHER DISCOUNTS PROMO CODES, PROMOTIONS, OR FLASH SALES?**

A. Refer-A-Friend credit cannot be combined with Birthday Codes, Promos, or Flash Sales, as these purchases do not qualify for a Flexship order. Refer-A-Friend credit can only be used on a Flexship order.

**Q: WILL THE CURRENT (REFERRING) VIP AND THE NEW (REFEREE) VIP RECEIVE A NOTIFICATION WHEN THEY HAVE EARNED REFER-A-FRIEND CREDIT?**

A: Yes. The Referee will receive a Welcome VIP Email and the referring VIP will receive a sponsor notification confirming they successfully referred a new VIP. This will include their updated Refer-A-Friend balance.

**Q: CAN A REFEREE HAVE THE SAME SHIP TO ADDRESS AS THEIR REFERRING VIP, AND/OR THEIR REFERRING VIP'S UPLINE MARKET PARTNER?**

A: No. The new VIP must have a unique ship to address for their Flexship orders associated with the Refer-A-Friend credit.

**Q: CAN A REFEREE HAVE THE SAME CREDIT CARD ON FILE AS THEIR REFERRING VIP, AND/OR THEIR REFERRING VIP'S UPLINE MARKET PARTNER?**

A: No. The new VIP must utilise a unique credit card to purchase their Flexship orders associated with the Refer-A-Friend credit.