

# VIP Customer Programme

All-Inclusive Order  
VIP Customer FAQ

Europe Pilot

FAQ are subject to change

**Q: WHO MAY PARTICIPATE IN THE VIP ALL-INCLUSIVE ORDER?**

A: All newly enrolling VIPs may participate in the all-inclusive order option.

**Q: HOW DO I JOIN WITH THE ALL-INCLUSIVE ORDER?**

A:

- Make a one-time purchase of £125 (inclusive of VAT & enrolment fee). Remember, for every order of £60 (inclusive of VAT) or more, you receive free shipping!
- Select your free Only For You product with your enrolment order.
- Create an account and checkout.

**Q: CAN A NEWLY ENROLLING VIP CUSTOMER ENROL WITH THE ALL-INCLUSIVE ORDER WHILE BUYING AN ACTIVE PROMOTION (I.E. BOGOF SHAMPOO + CONDITIONER)?**

A: Yes. The VIP Customer must meet the £125 (inclusive of VAT & enrolment fee). VIP spend threshold to move to the account creation step.

**Q: WHAT IS THE DIFFERENCE BETWEEN THE FLEXSHIP PROGRAMME AND THE ALL-INCLUSIVE ORDER?**

A: Flexship Programme

Plan out your healthy living journey with MONAT via 3 Flexship Orders (1 enrolment order + 2 additional Flexship orders) of £60 (inclusive of VAT ) or more in a lifetime. With the Flexship Programme you may customise each order with MONAT Haircare, Skincare, and/or Wellness products. Plus, you can even move out your Flexship date 60 days at a time!

\*\* Restrictions apply. Flash sales and promotions do not count toward your Flexship requirement.

All-Inclusive Order

Purchase MONAT at a discount with no strings attached.

Want to become a VIP Customer without the 3-order commitment? An All-Inclusive Order is a new way to enrol in the VIP Customer Programme with a one purchase entry. Buy whatever you want whenever you want! Enjoy 15% off all MONAT products and Purchase +™ along with many of the other VIP perks within the Customer Programme.

**Q:WHAT ARE THE PERKS OFFERED TO A CUSTOMER ENROLLING WITH THE ALL-INCLUSIVE ORDER?**

A: 15% off of all MONAT products

Free Shipping on all orders over £60 (inclusive of VAT) or more

A FREE Only For You product with the enrolment order

Exclusive access to flash sales and promotions

A birthday treat

Ability to enrol and cancel Flexship

Purchase +™ Discount

A personal MONAT Market Partner

**Q: CAN I SIGN UP FOR FLEXSHIP IF I ENROL WITH THE ALL-INCLUSIVE ORDER?**

A: Yes. By signing up with an All-Inclusive Order you may enrol in Flexship and cancel your Flexship whenever you please. For each qualifying Flexship order, you will receive a free Only For You product and free shipping.

**Q: WHAT IS AN ONLY FOR YOU PRODUCT?**

A: Only For You products are travel size products (valued at £20 retail price) that only VIP Customers and Market Partners on Flexship receive in every qualified Flexship order £60 (inclusive of VAT) or more). A Free Only For You product is also included in the enrolment order of a VIP Customer. Only For You products change each month and are not available for purchase.

**Q: HOW CAN I BE ELIGIBLE TO RECEIVE AN ONLY FOR YOU PRODUCT AFTER ENROLMENT?**

A: By creating a Flexship over £60 (inclusive of VAT) or more you will be eligible to select a Free Only For You product after your enrolment order.

**Q: DO I RECEIVE FREE SHIPPING WITH THE ALL-INCLUSIVE ORDER?**

A: Yes. You will receive free shipping with your enrolment order and on each qualifying order of £60 (inclusive of VAT) or more.

**Q: WILL PROMO CODES WORK DURING VIP ENROLMENT WITH THE ALL-INCLUSIVE ORDER?**

A: No.

**Q: WHAT HAPPENS IF A VIP CUSTOMER WANTS TO BECOME A MARKET PARTNER?**

A: You can upgrade to a Market Partner at any time in the VIP Customer Account Page, or by contacting your sponsoring Market Partner or Customer Care Team at [UKMONATSupport@monatglobal.com](mailto:UKMONATSupport@monatglobal.com). Your £18 VIP enrolment fee will be deducted from your Market Partner product kit or starter kit.

**Q: HOW DOES THE 30-DAY MONEY-BACK SATISFACTION GUARANTEE APPLY TO ALL-INCLUSIVE ORDER?**

A: MONAT is confident that you'll love everything you purchase from us. We offer a 30-day money-back satisfaction guarantee (excluding shipping) to all customers and Market Partners. After 30 days, MONAT offers a 90% refund of the purchase price (excluding shipping) on the return of all unopened and unused product. We will happily refund the purchase price (excluding shipping and handling charges) of returned item(s) to the original form of payment. Any returns after 90 days from when the customer receives their order will not be accepted.

If for any reason, you are not satisfied with any MONAT product you buy while enrolling with an All-Inclusive Order, you may return the entire Enrolment Order within 30 days of your receipt of the order for a full refund of the purchase price (less shipping charges).

If the Enrolment Order is not returned in full, MONAT will not grant a partial refund. After MONAT receives the full Enrolment Order, we will cancel the VIP Customer Account upon refunding the entire Enrolment Order purchase price (less shipping charges). The Enrolment fee of £18 is refundable.

**Q: WILL THERE BE ANY PRODUCT EXCLUSIONS WITH THE ALL-INCLUSIVE ORDER?**

A: Yes, they will be the same as any VIP Customer. A newly enrolling customer cannot purchase samples and marketing material.

**Q: WHAT HAPPENS IF I RETURN PART OF OR MY WHOLE ORDER WITHIN 30 DAYS? AM I STILL A VIP CUSTOMER?**

A: If the enrolment order is not returned in full, MONAT will not grant a partial refund. After MONAT receives the full enrolment order, we will cancel the VIP Customer Account upon refunding the entire enrolment order purchase price (less shipping). The enrolment fee of £18 is refundable.

**Q: WHAT HAPPENS IF I RETURN PART OF MY ORDER AFTER 30 DAYS? AM I STILL A VIP CUSTOMER?**

A: If the enrolment order is not returned in full, MONAT will not grant a partial refund. After MONAT receives the full enrolment order, we will cancel the VIP Customer Account upon refunding the 90% of the purchase price (excluding shipping and enrolment fee).

**Q: CAN A CURRENT VIP CUSTOMER REGISTERED IN THE FLEXSHIP PROGRAMME TRANSFER THEIR ACCOUNT TO THE ALL-INCLUSIVE ORDER?**

A: No.

**Q: CAN A CURRENT VIP CUSTOMER CANCEL THEIR FLEXSHIP ACCOUNT TO JOIN IN THE ALL-INCLUSIVE ORDER?**

A: Yes. However, if they have not fulfilled the Flexship programme obligations (1 enrolment order + 2 Flexship orders) they will incur early termination fees for cancelling.

**Q: IN WHAT COUNTRIES IS THE VIP ALL-INCLUSIVE ORDER OFFERED?**

A: United Kingdom, Ireland, and Poland.

**Q: CAN A VIP CUSTOMER ENROLLED UNDER THE ALL-INCLUSIVE ORDER CANCEL THEIR FLEXSHIP ORDER ONLINE?**

A: Yes. The VIP Customer may cancel their Flexship order through their account page.

**Q: ARE THERE EARLY TERMINATION FEES ASSOCIATED WITH THE ALL-INCLUSIVE ORDER?**

A: No. There are no early termination fees.

**Q: CAN A RETAIL CUSTOMER UPGRADE TO A VIP CUSTOMER UNDER THE ALL-INCLUSIVE ORDER?**

A: If the Retail Customer resides within the three participating countries, they may upgrade to a VIP Customer under the All-Inclusive Order option by calling into customer care. They will not have the ability to do this online.

**Q: DOES PURCHASE +™ STILL OPERATE THE SAME WAY IT DOES CURRENTLY IF A CUSTOMER DECIDES TO SELECT THE ALL-INCLUSIVE ORDER?**

A: Yes. Purchase +™ will remain the same for all VIP Customers.

**Q: HOW LONG IS THE ALL-INCLUSIVE ORDER AVAILABLE TO NEWLY ENROLLING VIP CUSTOMERS?**

A: This option is available for three months.

**Q: IS THE ALL-INCLUSIVE ORDER A PERMANENT ADDITION TO THE MONAT VIP ENROLMENT OPTIONS?**

A: No, this is a promotional offer available for the next three months. VIPs can enrol with the All-Inclusive Order option up until September 15th.

**Q: UNDER THE ALL-INCLUSIVE ORDER, IS THE CUSTOMER REQUIRED TO SET UP A FLEXSHIP ORDER?**

A: No, the customer is not required to set up a Flexship but can choose to do so at a later time.

**Q: CAN A RETAIL CUSTOMER UPGRADE TO A VIP CUSTOMER VIA THE ALL-INCLUSIVE ORDER?**

A: No. They cannot do it in the shopping cart during the pilot phase. They will have to call Customer Care to assist with the All-Inclusive Order option.

**Q: WHAT IF A VIP CUSTOMER CANCELS THEIR ACCOUNT AND AFTER 30 DAYS THEY WANT TO RE-ENROL. CAN THEY RE-ENROL THROUGH AN ALL-INCLUSIVE ORDER?**

A: Yes. If a customer cancels their account, the customer may re-enrol in the All-Inclusive Order option as long as they re-enrol within the trial period. The customer will have to make a one-time purchase of £125 (inclusive of VAT & £18 enrolment fee).