MONAT® GLOBAL - UK&IE

VIP POINTS

FAQs FOR MPS & VIPS IN THE UK & IRELAND

**FAQ are subject to change.*

23rd October 2026

MONAT®

Q: WHAT IS VIP POINTS?
A: VIP Points is a perk where MONAT VIPs earn points on any regular, Flexship, or flash sale order. VIP Points can be redeemed for money-saving rewards that can be used on regular and/or Flexship orders.

Q: WHAT IS THE DIFFERENCE BETWEEN VIP POINTS AND VIP REWARDS?
A: VIP Points are earned each time a VIP makes a purchase. Rewards are the discount that are earned by redeeming VIP Points.

Q: HOW DO VIPs EARN VIP POINTS?
A: VIPs earn points on every regular, Flexship and Flash Sale order they place. For each £1/€1 spent on any Regular and or Flash Sale/Promotional order, 1 VIP Point will be awarded to the VIP. For each £1/€1 spent on any Flexship order, 1.5 VIP Points will be awarded to the VIP. Points are applied to the order subtotal amount, less shipping, handling, tax, or additional discounts.

Q: WHAT CAN VIP POINTS BE REDEEMED FOR?
A: You may redeem your VIP Points for money-saving rewards as indicated below.

Minimum Redemption:	100 Points = £10/€10 discount
Maximum Redemption:	500 Points = £50/€50 discount

Q: WHAT HAPPENS TO ANY UNUSED VIP POINTS OR REWARDS THAT A MONAT VIP HAS EARNED IF THEIR VIP ACCOUNT IS TERMINATED?
A: If a VIP terminates their VIP account, any unused VIP Points and rewards will be forfeited.

Q: WHAT HAPPENS TO ANY UNUSED VIP POINTS OR REWARDS THAT A VIP HAS EARNED IF THEIR VIP ACCOUNT IS UPGRADED TO A MARKET PARTNER ACCOUNT?
A: If a VIP upgrades their VIP account to a Market Partner account, their VIP Points and rewards will be forfeited. However, their discount on purchases will increase from 15 to 30 percent!

Q: DO VIP POINTS OR REWARDS HAVE ANY CASH VALUE?
A: No. None of the VIP Points nor rewards can be redeemed for cash.

Q: ON WHICH MONAT PRODUCT PURCHASES IS A VIP ELIGIBLE TO EARN VIP POINTS?
A: VIPs can earn VIP Points on all MONAT products and purchases, including flash sale purchases.

Q: DO VIP POINTS EXPIRE?
A: Yes. Unused VIP Points expire one year (12 months) after they are earned.

Q: ARE THERE LIMITATIONS ON THE NUMBER OF PURCHASES ELIGIBLE FOR POINTS?
A: No. There are no limitations on the number of purchases eligible for points.

Q: HOW CAN A VIP VIEW THE POINTS THEY'VE EARNED?
A: A VIP can view their earned VIP Points through their VIP Account on MyMONAT.com. Full details are provided on the VIP's Rewards Dashboard on their account page.

Q: MAY THE VIP EXCHANGE OR RETURN AN EARNED REWARD?
A: No. A VIP may not exchange or return rewards they have earned.

Q: MAY VIPS GIVE THE POINTS AND/OR REWARDS THEY HAVE EARNED TO OTHERS?
A: No. VIP may not share rewards with others. Rewards are not transferable.

Q: IF A VIP RETURNS AN ORDER, WHAT HAPPENS TO THEIR VIP POINTS/REWARDS?
A: If a VIP returns their order (full and/or partial), MONAT will withdraw the earned VIP Points on that order (full and/or partial). Any reward that is redeemed on an order being returned is non-refundable.

Q: DOES THE VIP HAVE THE OPPORTUNITY TO EARN MORE POINTS?
A: Yes. VIPs can earn bonus VIP Points on Flexship orders. Additionally, MONAT will specify on the promotion FAQ if any sales include an opportunity for VIPs to earn additional VIP Points.

Q: MAY A VIP REDEEM MULTIPLE REWARDS AT ONCE?
A: No. A VIP can earn multiple rewards but may only redeem (1) Reward per regular and/or Flexship order.

Q: HOW DOES A VIP REDEEM REWARDS ON A REGULAR ORDER?
A: A VIP can follow the steps listed below, to redeem a reward on a regular order:

1. Log-in to your VIP account with your username and password
2. Select the product you wish to order and proceed to checkout
3. On the checkout screen, select the VIP Points redemption button to apply VIP points
4. Enter the amount of VIP Points you wish to apply and click apply
5. Points will be applied and show as a discount to your order

Q: HOW DOES A VIP REDEEM REWARDS ON A FLEXSHIP ORDER?
A: A VIP can follow these steps to redeem a reward on a Flexship order:

1. Log-in to your VIP account with your username and password
2. Select the Flexship tab and edit your Flexship
3. Click “next” to go to the final page of your Flexship order
4. Click the button to apply VIP Points
5. Enter the amount of VIP Points you wish to apply and click “apply”
6. Points will be applied toward your next scheduled Flexship order

Q: MAY A VIP REDEEM THEIR REWARD ON A FLASH SALE?
A: No. A VIP may not redeem their rewards on Flash Sales; however, they will earn VIP Points on all flash sale orders.

Q: IS THERE A MINIMUM SPEND THRESHOLD TO REDEEM A REWARD ON A FLEXSHIP ORDER OR REGULAR ORDER?
A: No minimum spend is needed to redeem a Reward on Flexship or regular orders.

Q: HOW DO I RECEIVE MY BIRTHDAY BONUS?
A: On your birthday you will receive a £20/€25 Reward in your VIP Account. No action needed.

Please note: VIP must be opted in to receive VIP Points & Rewards. To opt in please log on to MyMonat.com, click on the rewards icon and follow the instructions presented within the pop up.

Q: HOW DO I RECEIVE MY ANNIVERSARY GIFT?
A: On the date you join MONAT, you will receive a £10/€10 Reward in your VIP Account. No action needed.

Please note: VIP must be opted in to receive VIP Points & Rewards. To opt in please log on to mymonat.com, click on the rewards icon and follow the instructions presented within the pop up.

Q: ARE BONUS VIP POINTS EARNED ON ALL FLEXSHIP ORDERS?
A: Yes, Bonus VIP Points are earned on all Flexship orders regardless of order total. This in addition to the additional 0.5 VIP Points the VIP receives per £1/€1 spent.

MARKET PARTNER OVERVIEW & COMMISSIONS (MARKET PARTNERS ONLY)

Q: WILL PV/CV BE AFFECTED IF MY VIP PURCHASES AN ORDER USING A REWARD ?
A: Yes, PV/CV will be affected, as Volume is awarded based on the final price paid for the order.

Q: MAY A MARKET PARTNER USE A VIP'S EARNED REWARD?
A: No. Only VIPs are eligible to use their earned rewards. Rewards are account specific and cannot be shared with other VIPs.

Q: MAY A MARKET PARTNER CALL CUSTOMER CARE TO RECEIVE THEIR VIP'S REWARD IF THEY OR THEIR VIP ARE HAVING TROUBLE ACCESSING THEIR REWARDS DASHBOARD?
A: No. The VIP must contact Customer Care directly if they are having issues redeeming their reward. No reward will be given to Market Partners via Customer Care. As a reminder, Rewards cannot be redeemed on flash sale orders.

Q: CAN MARKET PARTNERS VIEW THEIR VIPS' ACCUMULATED POINTS, AVAILABLE REWARD AND TIER STATUS?
A: Yes, Market Partners can view their VIPs' VIP Points status via these steps:

1. Log in to the Back Office with your username and password.
2. Click on Reports in the navigation bar.
3. Click on VIP Points Report from the Reports dropdown menu.

ADDITIONAL FAQ
Q: MAY A VIP OPT OUT OF VIP POINTS?
A: Yes. A VIP may opt out of VIP Points by contacting Customer Care:

UK: https://monatglobal.com/uk/contact/
Ireland: https://monatglobal.com/ie/contact/

Q: HOW CAN A RETAIL CUSTOMER PARTICIPATE IN VIP POINTS?
A: A Retail Customer can become eligible for VIP Points only by enrolling as a MONAT VIP.

Q: WHAT DOES A VIP DO IF THEIR POINTS/REWARDS WERE NOT PROPERLY ADDED TO THEIR ACCOUNT?
A: Contact Customer Care to have this matter further investigated.

UK: https://monatglobal.com/uk/contact/
Ireland: https://monatglobal.com/ie/contact/

Q: IF A VIP IS MISSING THEIR MONAT ANNIVERSARY REWARD COUPON OR BIRTHDAY REWARD COUPON. WHAT SHOULD THEY DO?

A: Contact Customer Care to have this matter further investigated:

UK: https://monatglobal.com/uk/contact/
Ireland: https://monatglobal.com/ie/contact/