



# *“Tis the Season” Flash Sale*

FAQs for VIP Customers



MONAT GLOBAL



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### **Q: WHEN IS MONAT'S “TIS THE SEASON” FLASH SALE HAPPENING?**

A: Starts Tuesday, December 15, 2015 at 9:00am (EST) | Ends: Thursday, December 31, 2015 at 11:59pm (EST)

### **Q: WHO CAN TAKE ADVANTAGE OF MONAT'S “TIS THE SEASON” FLASH SALE?**

A: All existing, as well as new, VIP Customers in the US and in Canada can participate in the Sale.

### **Q: WHAT IS THE OFFER IN DETAIL?**

A: Purchase one of MONAT's Treatment Systems or one REJUVENIQUE™ Oil Intensive and get the Volume Tame System, which contains our Renew Shampoo, Revitalize Conditioner and Restyle Sculpting Taffy, for only \$35 (USD)/\$45 (CAD) more.

### **Q. DO I NEED TO PAY FOR SHIPPING?**

A. This offer includes FREE ground shipping on all “qualifying orders”.

### **Q: WHAT IS A “QUALIFYING ORDER”?**

A: For VIP Customers, a “qualifying order” consists of a combination pack which contains one MONAT Treatment System or one REJUVENIQUE™ Oil Intensive [\$84(USD)/\$110(CAD) discounted VIP price] and a promotionally priced Volume Tame System.

### **Q: IS THERE A LIMIT TO THE NUMBER OF TREATMENT SYSTEMS OR REJUVENIQUE™ INTENSIVE OILS I CAN PURCHASE TO BE ELIGIBLE TO PURCHASE THE VOLUME TAME SYSTEM FOR \$35(USD)/\$45(CAD) MORE?**

A: Yes. There is a limit of two Flash Sale purchases per buyer, per order.

### **Q: IS THERE A LIMIT TO THE NUMBER OF ORDERS I CAN PLACE TO RECEIVE THE ADDITIONAL VOLUME TAME SYSTEM FOR ONLY \$35(USD)/\$45(CAD) MORE?**

A: Yes, there is a limit of 2 promotionally priced product pack offerings per buyer. Each order must contain one of the product packs at the discounted price for a maximum of two items total per buyer.

### **Q: DOES THIS SALE APPLY TO ALREADY SCHEDULED MONAT SPECIAL DELIVERY (MSD) AUTO-SHIP ORDERS?**

A: New VIP Customers enrolling during this promotion can take advantage of this offer with their first enrollment order! Existing MSD auto-ship orders are not eligible for this Flash Sale.



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### **Q: CAN I RECEIVE FREE GROUND SHIPPING WITH THIS PROMOTION WITHOUT SCHEDULING AN MSD AUTO-SHIP ORDER?**

A: Yes, as long as your order includes the one of the various promotional pack options containing a discounted Volume Tame System, you will also receive FREE ground shipping.

### **Q: CAN I INCLUDE OTHER ITEMS IN MY ORDER AND RECEIVE THE FREE GROUND SHIPPING?**

A: Yes, as long as the order placed contains one of the promotionally priced pack offerings with the discounted Volume Tame System, you can include additional items and the shipment will still be eligible for FREE ground shipping.

### **Q: HOW CAN I PLACE AN ORDER?**

A: VIP Customers log into their VIP Suite, click on "Place an Order" and add the items to their cart. The specially priced Treatment System order pairings will be available in the following options:

- Balance System + Volume Tame System
- Balance Polish System + Volume Tame System
- Balance Style System + Volume Tame System
- Men's System + Volume Tame System
- REJUVENIQE™ Oil Intensive + Volume Tame System
- Volume Body System + Volume Tame System
- Volume Tame System + Volume Tame System
- Volume System + Volume Tame System

### **Q: WHAT IS THE PRICING BREAKDOWN OF THESE SPECIAL SKUS FOR THIS PROMOTION?**

A: The price for each of this SKUs will be \$119 for US VIPs ( $\$84 + \$35 = \$119$ ) and \$155 for CAN VIPs ( $\$110 + \$45 = \$155$ ).