



# VIP CUSTOMER AGREEMENT

Terms & Conditions



MONAT Global United States

**PAYMENT AUTHORIZATION:** I authorize Monat Global to withdraw payment for my VIP Customer order(s) from my credit card identified in this Agreement. MONAT Global is authorized to withdraw payment equal only to the amount of the products, applicable sales tax, and shipping and handling of products that I order, or the VIP Customer orders I have selected. I have the right to have the amount of any erroneous withdrawal deposited into my account as soon as reasonably possible and upon proper notification to Monat Global. I shall hold MONAT Global harmless for all special or consequential damages, whether direct or indirect, resulting from any wrongful debit to my account.

**VIP CUSTOMER COMMITMENT:** To qualify for 15% off retail pricing and free shipping on orders of \$84 USD/\$110 CAD, you commit to placing two or more Flexship orders of \$84 USD/\$110CAD following your enrollment order. You schedule your first Flexship during enrollment. By default your next order will ship approximately 30 days later, however this order can be pushed out up to 60 days at a time. You are not required to receive an order before you push it out. In the VIP Lounge, you can push your order out up to 60 days from “today” whenever you like. This is true of your second Flexship (third order) and subsequent recurring orders as well. Your orders process on the day(s) you designate, at the same great VIP price. You can customize and schedule your shipments online at any time or by contacting Market Partner and Customer Care.

**CHANGES:** You can change your VIP Customer order selections, method of payment, or the authorized amount at any time. You can edit your order online from the VIP Customer Back Office, or contact the Market Partner & Customer Care Team at 1-844-MYMONAT. Seven days prior to the process date for your next Flexship, you will receive an email reminder for the order, and that you can update it. MONAT Global reserves the right to change its prices associated with its products without notice.

**CANCELLATION:** As a VIP Customer, you have the option of cancelling your account in the following circumstances:

- Within 30-days of receiving your first order, provided you return the products received in the initial order. You must contact the Market Partner & Customer Care team before the second order has shipped.
- Once you have completed three or more qualified\* Flexship orders. A qualified Flexship order is \$84 USD/\$110 CAD or more.
- When upgrading to Market Partner - it is necessary to contact Market Partner and Customer Care to upgrade and apply the \$19.99 USD/\$24.95 CAD VIP enrollment fee toward the Market Partner starter kit and cancel further VIP Flexship orders.
- If the VIP cancels their participation in the VIP Customer Program prior to receiving three such shipments, a cancellation fee is assessed. If the VIP has placed one order (the enrollment order) and keeps it and then requests to cancel, the fee is \$25 USD/\$33 CAD. If a VIP has placed two Flexship orders (one being the enrollment order), the fee is \$19 USD/\$25 USD.

**RETURNS:** MONAT Global offers VIP Customers a 100% money-back, satisfaction guarantee (less shipping and handling charges) on all of its products for a period of 30-days after their receipt. After this 30-day period, MONAT will refund 90% of the product purchase price; product must be in resalable condition.

**SHIPPING AND HANDLING CHARGES AND SALES TAXES:** All orders of \$84 USD/\$110 CAD or more ship free while enrolled with an active Flexship. Applicable shipping charges and sales taxes will be added to orders below this threshold as specified when you place your order through the Shopping Cart. All orders are assessed a handling fee as follows: Orders of \$60 USD/\$80 CAD or less—\$1.00 USD/\$1.50 CAD. Orders of \$60.01 USD/\$80.01 CAD or more—\$2.50 USD/\$3.00 CAD.

**TERM:** Your VIP Customer participation and payment authorization will remain in effect until you: (1) elect to alter or change any aspect thereof by submitting a new signed VIP Customer Agreement; (2) send, in writing, your cancellation to Monat Global at 3470 NW 82nd Avenue, Suite 910, Miami, Florida 33122, or by email or fax to [monatsupport@monatglobal.com](mailto:monatsupport@monatglobal.com) or (844) 696-6628 (Notice must include your signature, printed name, address, and VIP Customer Number).

The MONAT Flexship program for VIPs entitles you to 15% off retail prices and free shipping on your order. As a VIP, you commit to three orders—or just two more counting today's. Your orders process on the days you designate at the same great discounted price. You can customize and schedule your shipments at any time by contacting MONAT Customer Care. You can also “push” your two next Flexship orders up to 60 days each.