



# VIP CUSTOMER PROGRAM

FAQs



MONAT Global

**FEATURES:**

- FREE shipping
- FREE product samples
- 15% DISCOUNT on MONAT products
- **Only For You** LIMITED EDITION monthly products in every single Flexship order
- FLEXIBILITY to choose different products in every order
- \$84(USD)/\$110(CAD) CREDITS with our 3 & Thank You Rewards Program
- ACCESS to Flash Sales, special offers & promotions
- Easy online ordering
- Birthday recognition
- Option to upgrade to MONAT Market Partner
- \*Handling fee applies (see below for details).

**Q: WHAT ENHANCEMENTS WERE MADE TO THE VIP PROGRAM AND WHY?**

A: VIP Customers are extremely important to MONAT so we want to ensure they feel this way with every single qualified Flexship order they receive. That's why we introduced Only For You to the VIP program – EXCLUSIVE and LIMITED EDITION products that only VIPs and Market Partners on Flexship will receive in their qualified Flexship order.

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

A: Only For You - EXCLUSIVE and LIMITED EDITION products that only VIPs and Market Partners on Flexship will receive in every qualified Flexship order, including the enrollment order. Similar to a “product-of-the-month” offering, Only For You products change each month and will not be available for purchase, making them even more exclusive and desirable.

**Q: WHAT DID ONLY FOR YOU REPLACE IN THE VIP PROGRAM?**

A: Only For You replaces the previous \$10 USD/\$12 CAD credit issued upon enrollment and the \$20 USD/\$25 CAD off every fourth qualified Flexship order.

**Q: WHAT IS AN “ACTIVE” VIP?**

A: An Active VIP is one who has a scheduled Flexship, regardless of when that Flexship is scheduled to process and ship. Remaining Active in the Flexship program entitles a VIP to the features listed above.

**Q: WHAT IS A QUALIFIED FLEXSHIP ORDER?**

A: A qualified Flexship order is \$84 USD/ \$110 CAD VIP pricing.

**Q: WHAT DOES A VIP COMMIT TO WHEN JOINING THE VIP CUSTOMER PROGRAM?**

A: As a VIP, you commit to placing two or more qualified Flexship orders of \$84 USD/\$110 CAD 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 fact, where you manage your shipment 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. Your orders below the \$84 USD/\$110 CAD threshold still receive 15% off the Suggested Retail Price; place these orders through your VIP Suite, rather than as a Flexship order.

**Q: WHAT IS MONAT’S FLEXSHIP SERVICE?**

A: With MONAT’s Flexship Service, we will conveniently deliver your products directly to your door. Here is how it works:

1. Enroll and place your first qualified\* Flexship order. You will receive an immediate perk with the **Only For You** product in your first order!
2. Agree that your second and third Flexships are also \$84 USD/\$110 CAD or more.
3. Order them on your schedule! You decide when they come—you can push delivery as often as you like. Choose the products that work for you and when they ship.

**Q: IF I ALREADY PUSHED MY ORDER OUT 60-DAYS, CAN I PUSH OUT AGAIN?**

A: Yes, but only in 60-day increments.

**Q: WHAT ARE THE SPECIFIC REQUIREMENTS TO QUALIFY FOR THE \$84(USD)/\$110(CAD) 3 & THANK YOU CREDIT?**

A: When a VIP has three active VIPs who each place a qualified Flexship order in a single calendar month, along with their own qualified Flexship order, the \$84(USD)/\$110(CAD) credit is activated in the next month. He or she can then contact Market Partner & Customer Care to apply the credit. Please see the 3 & Thank You Rewards FAQs for additional details.

**Q: HOW DOES THE 30-DAY MONEY-BACK GUARANTEE APPLY TO THE VIP CUSTOMER PROGRAM?**

A: All MONAT products ALWAYS include a 30-day money-back guarantee. If a VIP is not satisfied with the products included in their first order, they can return them for a full refund and in this situation (i.e., only one order was shipped), they have the option to cancel their VIP membership, but they must return the product.

If a VIP returns product from subsequent orders, this is not a sufficient reason to cancel the VIP membership. A credit in the amount of the product(s) returned will be applied to their account and the VIP must still fulfill the 3 required qualified Flexship orders to maintain membership.

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

A: When upgrading to MP, it is necessary for the VIP 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.

**Q: WHEN CAN A VIP CANCEL?**

A:

- 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, the 15% discounts and free shipping previously given to the VIP may be recaptured through an automatic and pre-authorized charge to the VIP's credit card. The VIP membership fee is non-refundable.
- VIPs must call Market Partner and Customer Care to cancel; this cannot be done online. The fee to cancel is dependent on the number of Flexship orders placed. If a VIP keeps their initial order but 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.

**Q: WHAT AND HOW MUCH IS THE HANDLING FEE?**

A: Effective June 1, 2017, a minimal handling fee will be added to all orders to cover the cost of the packaging and movement of the order. Handling fee will be applied as follows:

- Orders of \$60 USD/\$80 CDN or less = \$1 USD/ \$1.50 CDN handling fee
- Orders of more than \$60 USD/\$80 CDN = \$2.50 USD/ \$3 CDN handling fee