



CLARIFYING SHAMPOO FLASH SALE

FAQs for VIP Customers



MONAT Global

Q: WHEN DOES THIS PROMOTION OCCUR?

A: Begins Friday, May 18, at 9 a.m. Eastern. Ends Sunday, May 20, at 11:59 p.m. Eastern.

Q: WHO IS ELIGIBLE FOR THE CLARIFYING SHAMPOO FLASH SALE?

A: All VIP Customers in the U.S. and in Canada can participate in this offer. Newly enrolling VIP Customers can enroll with this offer. All enrolling VIPs are eligible for the free Only For You product for May.

Q: WHAT IS THE OFFER IN DETAIL?

A: For VIP Customers, purchase any system at \$84 USD/\$110 CAD and receive a full-size Clarifying Shampoo for \$10 USD/\$13 CAD, plus a FREE “Only For You” size version of Clarifying Shampoo

REJUVENIQE™ Oil Intensive, MONAT Junior and Colour Enhance Duos are not included in this offer.

Q: DOES THIS OFFER INCLUDE FREE SHIPPING?

A: Yes, free shipping will be applied to the first qualifying order.

Q: DOES THE CLARIFYING SHAMPOO FLASH SALE APPLY TO PREVIOUSLY SCHEDULED MONAT FLEXSHIP ORDERS?

A: Already scheduled Flexship orders are not eligible for the Clarifying Shampoo Flash Sale. However, new VIP Customers enrolling during this Clarifying Shampoo Flash Sale can purchase the promo with their first enrollment order!

Q: CAN I USE THE OFFER TO FULFILL MY FLEXSHIP REQUIREMENT IN THE VIP PROGRAM?

A: For existing VIPs (i.e., those not enrolling with this offer), this flash sale offer does not count as a qualifying Flexship order.

Q: HOW CAN I PLACE AN ORDER?

A: Login to your VIP Suite. Add one or more systems. Go to the Promotions tab to add the Clarifying Shampoo. Add one or more to your order (corresponding to the number of systems in your order).

For your newly enrolling VIPs, they should go to the “Become a VIP” page in the VIP tab on the referring Market Partner’s website and follow the guidance above. After adding products to the initial order, on the subsequent screen the enrolling VIP must create a future qualifying Flexship order of \$84 USD/\$110 CAD or more. To do so, they select the desired product category and then add items to the Flexship.

Q: CAN I INCLUDE THE CLARIFYING SHAMPOO FLASH SALE IN A MIX & MATCH ORDER?

A: No. Mix and Match does not apply to this offer.

Q: WHAT IF I DIDN’T GET THE EMAIL OR TEXT ABOUT THIS PROMOTION?

A: If that happens, please call Customer Service (1-888-867-9987) to make sure your contact information is correct and updated. Unfortunately, we cannot offer you the Clarifying Shampoo Flash Sale after the sale is over but we want to make sure you receive all new offers in the future. To enroll in text message notifications, please text MONAT at 313131 in the U.S. or at 393939 in Canada.

Q: WHAT IF I HAVE CHALLENGES SUBMITTING MY ORDER ONLINE?

A: If you should receive an error message OR cannot process your order online please follow the required steps below:

1. Contact Customer Care at 1-888-867-9987 and a representative will assist you in processing your order. Customer Care is open Monday through Friday 8 a.m. to 11 p.m. and Saturday 8 a.m. to 5 p.m.
2. If you are unable to contact our Customer Care department via phone, you can email us at promotion&flashsaleorders@monatglobal.com. **This inbox will only be available for use during promotions and flash sale dates.** When utilizing the email option, the following information is required in the body of the email:

- Specify which promotion or sale you are attempting to purchase
- Provide authorization to utilize the credit card on file. If you desire to use a different credit card, please specify and an agent will contact you within 24 to 72 hours. For your security, please do not include credit card information in this email.
- Provide a brief description of the issue/error received when processing your online order and please include screen shots if available.