



MORE THAN A HAND CREAM OFFER

FAQs for Market Partners



MONAT Global

Q: WHEN DOES THIS PROMOTION OCCUR?

A: Begins Monday, May 28, at 9 a.m. Eastern. Available until 11:59 p.m. on Saturday, June 30, or until supplies are exhausted.

Q: WHO IS ELIGIBLE FOR THE MORE THAN A HAND CREAM OFFER?

A: All Market Partners, VIP Customers and Retail Customers in the U.S. can participate in this offer.

Q: WHAT IS THE OFFER IN DETAIL?

A: Purchase More Than a Hand Cream for \$12 USD. Proceeds from the sale of More Than A Hand Cream will support The Wounded Warrior Project, The 22 Project and a charity in the U.K.

Q: DOES THIS OFFER INCLUDE FREE SHIPPING?

A: No, this offer does not include free shipping.

Q: DOES THE MORE THAN A HAND CREAM OFFER APPLY TO PREVIOUSLY SCHEDULED MONAT FLEXSHIP ORDERS?

A: Already scheduled Flexship orders are not eligible for the More Than A Hand Cream Offer. However, new VIP Customers enrolling during this More Than A Hand Cream Offer can purchase the promo with their first enrollment order!

Q: HOW CAN I PLACE AN ORDER?

A: Login to your account, click on “Business” and “Shop.” Find the More Than A Hand Cream category. Add one or more to your order. Then proceed to checkout or add more items to the order.

Q: HOW DO MY VIP CUSTOMERS PLACE AN ORDER?

A: For existing VIP Customers, they login to their VIP Suite. They find the More Than A Hand Cream category, and they add one or more to the order. They then proceed to checkout or add more items to the 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 MORE THAN A HAND CREAM OFFER IN A MIX & MATCH ORDER?

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

Q: WHAT IS THE PV AND CV FOR MORE THAN A HAND CREAM?

A: More Than A Hand Cream has no PV and no CV.

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 More Than A Hand Cream Offer 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.