



SUMMER LOVIN' OFFER

FAQs for VIP Customers



MONAT Global

Q: WHEN DOES THIS PROMOTION OCCUR?

A: Begins Friday, May 25, at 5 p.m. Eastern. Ends Monday, May 28, at 11:59 p.m. Eastern.

Q: WHO IS ELIGIBLE FOR THE SUMMER LOVIN' OFFER?

A: VIP Customers in the U.S. and in Canada can participate in this offer. Newly enrolling VIP Customers can enroll with this offer and do NOT have to pay the \$19.99 USD/\$24.95 CAD VIP enrollment fee. All enrolling VIPs receive the May Only For You product in their enrollment order.

Q: WHAT IS THE OFFER IN DETAIL?

A: For VIP Customers, receive free shipping on any order of \$84.00 USD/\$110.00 CAD or more. With this offer, newly enrolling VIP Customers do not pay the \$19.99 USD/\$24.95 CAD VIP enrollment fee.

Q: HOW DO I RECEIVE FREE SHIPPING ON MY ORDER?

A: If your order meets or exceeds the threshold, enter the promo code SUMMERLUV at checkout for free shipping.

Q: DOES THE SUMMER LOVIN' OFFER APPLY TO PREVIOUSLY SCHEDULED MONAT FLEXSHIP ORDERS?

A: Already scheduled Flexship orders are not eligible for the Summer Lovin' Offer. However, new VIP Customers enrolling during this Summer Lovin' Offer 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: No, this flash sale offer does not count as a qualifying Flexship order for existing VIPs. This offer does qualify as an enrollment order for new VIPs, however.

Q: HOW CAN I PLACE AN ORDER?

A: Login to your VIP Suite, click on "Business" and "Shop." Add items to your order and check out. If your order meets or exceeds the threshold, enter the promo code SUMMERLUV at checkout for free shipping.

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 SUMMER LOVIN' OFFER IN A MIX & MATCH ORDER?

A: Yes. The items you purchase to meet the order threshold count toward Mix & Match. To qualify for Mix & Match, your order subtotal must be at least \$118 USD/\$152 CAD at the Suggested Retail Price. Once your order meets this requirement, you receive 15% off all qualifying items in your cart.

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.