



# **WE'VE GOT YOUR BACK FLASH SALE**

FAQs for VIP Customers



MONAT Global

**Q: WHEN DOES THIS OFFER OCCUR?**

A: Begins Friday, June 22, at 12 p.m. Eastern. Ends Sunday, June 24, at 11:59 p.m. Eastern.

**Q: WHO IS ELIGIBLE FOR THE WE'VE GOT YOUR BACK 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.

**Q: WHAT IS THE OFFER IN DETAIL?**

A: Buy a system at the regular VIP Customer (\$84 USD/\$110 CAD) price and add any additional regular product item and receive the MONAT Backpack and The CHAMP™ Conditioning Dry Shampoo in a 3 oz. travel size free.

No promotional codes can be used with this offer.

REJUVENIQUE™ Oil Intensive, Colour Enhance, and MONAT Junior do not qualify as system purchase, however can be added as additional product. Samples and marketing materials do not count as the one additional item needed for the free dry shampoo and backpack.

**Q: DOES THIS OFFER INCLUDE FREE SHIPPING?**

A: Yes, free shipping is included on the first qualifying order.

**Q: DOES THE WE'VE GOT YOUR BACK FLASH SALE APPLY TO PREVIOUSLY SCHEDULED MONAT FLEXSHIP ORDERS?**

A: Already scheduled Flexship orders are not eligible for the We've Got Your Back Flash Sale. However, new VIP Customers enrolling during the offer period can choose this offer as their first enrollment order!

**Q: HOW CAN I PLACE AN ORDER?**

A: Login to your VIP Suite. From the Systems tab, add one or more regular priced systems to your order. Then add at least one more eligible item to your order and proceed to checkout. The backpack and 3 oz. travel size The CHAMP™ Conditioning Dry Shampoo will be automatically added to your order.

For 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 a regular-priced system and at least one more eligible item to their 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. The backpack and 3 oz. travel size The CHAMP™ Conditioning Dry Shampoo will be automatically added to their order.

**Q: CAN I INCLUDE THE WE'VE GOT YOUR BACK 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 We've Got Your Back 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](mailto: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:
  - o Specify which promotion or sale you are attempting to purchase
  - o 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.
  - o Provide a brief description of the issue/error received when processing your online order and please include screen shots if available.