



# JOIN THE HEALTHY HAIR REVOLUTION INCENTIVE

FAQs



MONAT Global

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

A: Begins Monday, July 16, at 9 a.m. Eastern. Ends Tuesday, July 17, at 11:59 p.m. Eastern.

**Q: WHO IS ELIGIBLE FOR THE JOIN THE HAIRCARE REVOLUTION INCENTIVE?**

A: Newly enrolling Market Partners and VIP Customers who enroll during the incentive period. Any Market Partner or VIP Customer enrolling either before or after the incentive is not eligible.

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

A: There are two elements of this incentive:

- New Market Partners enrolling with any Product Pack receive a free REJUVENIQUE™ Oil Intensive, to be shipped with the Product Pack.
- New VIP Customers receive a free The Champ™ Conditioning Dry Shampoo with their enrollment order.

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

A: Product Packs ship at flat rate of \$9 USD/\$12 CAD, plus a nominal handling fee. VIP enrollment orders ship free, but do incur a handling fee as well.

**Q: IS THE NEW MARKET PARTNER ELIGIBLE FOR THE FREE PRODUCT COMBO OFFERED IN JULY?**

A: Yes, the new MP can still choose a product combo during enrollment. The Sponsoring MP also receives the MONAT tote and five Hair Spa Experience Sample Packs.

**Q: WHAT IF I DIDN'T GET THE EMAIL OR TEXT ABOUT THIS INCENTIVE?**

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 Join The Haircare Revolution Incentive after it concludes 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 A MARKET PARTNER OR VIP CUSTOMER HAS CHALLENGES COMPLETING THE ENROLLMENT PROCESS?**

A: If a new MP or VIP should receive an error message OR cannot complete enrollment, 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.