



# **GONE IN A FLASH!**

FAQs for VIP Customers



MONAT Global

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

A: Begins Thursday, August 9, at 6 p.m. Eastern. Ends Friday, August 10, at 6:00 p.m. Eastern.

**Q: WHO IS ELIGIBLE FOR GONE IN A FLASH?**

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. The VIP enrollment fee must be paid. Subsequent qualifying Flexships must be at least \$84 USD/\$110 CAD. All enrolling VIPs are eligible for the free Only For You product for August.

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

A: Spend \$60 USD/\$78 CAD or more and receive 10 free samples.

Promo codes cannot be used on this offer.

**Q:WHAT 10 SAMPLES DO I RECEIVE?**

A:

- 2 REJUVABEADS™
- 2 Replenish Masques
- 2 Restore Leave In Conditioner
- 2 REJUVENIQE Oil Intensive by Monat™
- 1 Renew Shampoo
- 1 Revitalize Conditioner

**Q: IF I SPEND \$120 USD/\$156 CAD WILL I RECEIVE 20 SAMPLES?**

A: No but you can place more than one order totaling \$60 USD/\$78 CAD or more and receive 10 samples for each qualifying order.

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

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

**Q: DOES GONE IN A FLASH APPLY TO PREVIOUSLY SCHEDULED MONAT FLEXSHIP ORDERS?**

A: Already scheduled Flexship orders are not eligible for Gone In A Flash. However, new VIP Customers enrolling during the offer period can choose this offer as 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. 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. Add items to your order totaling \$60 USD/\$78 CAD or more (at the VIP price). The samples will be automatically added to your order. Proceed to checkout.

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 meeting the order requirement, 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 GONE IN A FLASH! 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 Gone In A Flash! 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.