



SAMPLE IN SEPTEMBER

FAQs for MPs & VIPs in the U.S and Canada



MONAT Global

Q: WHEN DOES THIS INCENTIVE OCCUR?

A: Newly enrolling VIP Customers:

- o Begins Saturday, September 1, at 9 a.m. Eastern Time. Ends Sunday, September 30, at 11:59 p.m. Eastern Time.

Existing VIP Customer:

- o Begins Saturday, September 1, at 9 a.m. Eastern Time. Ends Friday, September 24, at 11:59 p.m. Eastern Time (The last day to modify Flexship orders).

Q: WHO IS ELIGIBLE FOR THE SAMPLE IN SEPTEMBER INCENTIVE?

A: Newly enrolling and existing VIP Customers who place a qualifying Flexship order during the incentive period.

Q: WHAT IS THE INCENTIVE IN DETAIL?

A: Newly enrolling and existing VIP Customers who place a qualifying Flexship order can add two samples of their choice to their order, while supplies last.

Samples to choose from:

- Renew Shampoo, 0.34oz.
- Restore Leave-In Conditioner, 0.34oz.
- Replenish Masque, 0.34oz.
- Revive Shampoo, 0.34oz.
- Revitalize Conditioner, 0.34oz.
- Intense Repair Shampoo, 0.34oz.
- Intense Repair Conditioner, 0.34oz.
- Heavenly Hydrating Masque, 0.34oz.

Q: DOES THIS INCENTIVE INCLUDE FREE SHIPPING?

A: VIP enrollment orders and qualified Flexship orders ship free but do incur a handling fee.

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 Sample in September 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 PROCESSING THE ENROLLMENT/ FLEXSHIP ORDER?

A: If any 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. **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.