



# SEPTEMBER FALL CLASSICS FLEXSHIP BONUS

FAQs for VIP Customers



MONAT Global

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

A: Begins Saturday, September 1st. Ends Friday, September 24th, at 11:59 p.m. Eastern (The last day to edit Flexship orders).

**Q:WHO IS ELIGIBLE FOR THIS OFFER?**

A: All VIP Customers in the U.S. and Canada. Newly enrolling VIPs are not eligible for this offer with their enrollment order. They can, however, qualify if they have a subsequent qualifying Flexship process and ship in September.

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

A: For VIP Customers who schedule and receive a qualifying Flexship (at least \$84 USD/\$110 CAD) in September, they will have the option of adding one bonus product to their Flexship at a savings of 50% to 70% off. This offer does not apply to a new VIP Customer's enrollment order.

**Q:WHAT ARE THE PRODUCTS I CAN CHOOSE?**

A:

MONAT PRODUCT	RETAIL PRICE, USA	PROMO PRICE, USA	RETAIL PRICE, CANADA	PROMO PRICE, CANADA
REVITALIZE CONDITIONER	47.00	24.00	61.00	31.00
RENEW SHAMPOO	35.00	18.00	45.00	23.00
REVIVE SHAMPOO	35.00	18.00	45.00	25.00
REJUVABEADS®	49.00	25.00	65.00	33.00
RESTORE LEAVE-IN CONDITIONER	33.00	13.00	43.00	17.00
REPLENISH MASQUE	50.00	20.00	65.00	26.00
RESTYLE SCULPTING TAFFY	34.00	10.00	45.00	14.00
INTENSE REPAIR CONDITIONER	47.00	24.00	63.00	32.00
INTENSE REPAIR SHAMPOO	38.00	19.00	50.00	25.00
INTENSIVE REPAIR TREATMENT	65.00	26.00	85.00	34.00
S3 HAIR SUPPLEMENT (60 CAPSULES)	59.00	18.00	79.00	24.00
EYE WONDER	59.00	24.00	79.00	32.00
JUNIOR GENTLE SHAMPOO 8 OZ.	24.00	10.00	32.00	14.00
JUNIOR GENTLE DETANGLING SPRAY 6 OZ.	22.00	7.00	29.00	10.00
JUNIOR GENTLE CONDITIONER 6 OZ.	59.00	24.00	79.00	32.00
BLACK GROOM STYLING CLAY	34.00	10.00	45.00	14.00
BLACK CREAM SHAVE	26.00	8.00	35.00	11.00
BLACK AFTER SHAVE + MOISTURIZER	29.00	9.00	39.00	12.00

**Q: HOW DO I ADD THE ITEM TO MY FLEXSHIP?**

A: Once you have reached the qualifying total for your Flexship, the eligible products will be visible and you can add one item to your cart. Before your Flexship meets the qualifying threshold, you will not see eligible products, but you will see an alert of how much you must add to your order to make it qualifying.

**Q: I ALREADY HAVE A FLEXSHIP SCHEDULED FOR SEPTEMBER. AM I ELIGIBLE?**

A: Yes, if you have a qualifying Flexship that is already scheduled to process and ship in September, you are eligible. If this applies to you, you will have to add the bonus item of your choice to the Flexship before it processes. Go to the Flexship section of your Back Office or VIP Suite and make the adjustment.

**Q: IF I HAVE MULTIPLE FLEXSHIPS SCHEDULED FOR SEPTEMBER, CAN I ADD A BONUS ITEM TO EACH?**

A: Yes, you have this option.

**Q: DO I ALSO RECEIVE THE SEPTEMBER ONLY FOR YOU ITEM WITH MY QUALIFYING FLEXSHIP?**

A: Yes!

**Q: MY FLEXSHIP PROCESSED AND SHIPPED BEFORE I COULD ADD MY ITEM. CAN I STILL GET IT?**

A: Sorry, no. You must add the item to the Flexship before it ships.

**Q: DO I HAVE TO PURCHASE A BONUS ITEM?**

A: No, this is entirely optional.

**Q: DOES MIX & MATCH OR OTHER DISCOUNTS APPLY TO ME ORDER?**

A: No, there are no additional discounts.