



CHOOSE YOUR OFFY IN OCTOBER

FAQs for VIP Customers & Market Partners



MONAT Global

Q: WHEN DOES THIS OFFER OCCUR?

A:

Newly enrolling VIP Customers:

- o Begins Monday, October 1st, 2018, at 9 a.m. Eastern Time. Ends Wednesday, October 31st, 2018, at 11:59 p.m. Eastern Time.

Existing VIP Customer:

- o Begins Monday, October 1st, 2018, at 9 a.m. Eastern Time. Ends Wednesday, October 24th, 2018, at 11:59 p.m. Eastern Time (The last day to modify Flexship orders).

Q: WHO IS ELIGIBLE FOR THIS OFFER?

A: All VIP Customers in the U.S. and Canada. Newly enrolling VIPs are eligible for this offer with their enrollment order.

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 October, will have the option of choosing their Only For You product.

Q: WHAT ARE THE PRODUCTS I CAN CHOOSE?

A: While supplies last, you can choose from the following:

- MONAT Only For You Anti-Frizz Smoothing Primer 4 oz.
- MONAT Only For Curl Cream 4 oz.
- MONAT Only For Clarifying Shampoo 4 oz.
- MONAT Only For You Air Dry Cream 6 oz.

Q: DO I HAVE TO CHOOSE MY ONLY FOR YOU ITEM?

A: No, this is entirely optional. If you do not select one, we will choose for you.

Q: HOW DO I ADD MY ONLY FOR YOU PRODUCT 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 OCTOBER. AM I ELIGIBLE?

A: Yes, if you have a qualifying Flexship that is already scheduled to process and ship in October, you are eligible. If this applies to you, you will have to choose the Only For You 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 OCTOBER, CAN I CHOOSE MY ONLY FOR YOU FOR EACH?

A: Yes, you have this option.

Q: DO I ALSO HAVE THE CHOICE TO ADD A FLEXSHIP BONUS AND/OR SAMPLE ITEMS TO 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.