



CHOOSE YOUR OFY IN SEPTEMBER

FAQs for VIP Customers



MONAT Global

Q: WHEN DOES THIS OFFER OCCUR?

A: Begins Saturday, September 1st. at 12 a.m Eastern Time. Ends Sunday, September 30th at 11:59 p.m. Eastern Time

Q:WHO IS ELIGIBLE FOR THIS OFFER?

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

Q: WHAT IS THE OFFER IN DETAIL?

A: VIP Customers who schedule and receive a qualifying Flexship (at least \$84 USD/\$110 CAD) in September will have the option of choosing their Only For You product. All new VIPs can choose their Only For You Product with their enrollment order.

Q:WHAT ARE THE PRODUCTS I CAN CHOOSE?

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

MONAT Only For You CC Cream 2.5 oz. (NEW)

MONAT Only For You 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 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 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 SEPTEMBER, 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 ITEM 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.