



VIP REFER-A-FRIEND

FAQs for VIPs in US, CAN & UK



MONAT Global

Q: WHAT IS THE VIP REFER-A-FRIEND PROGRAM?

A: The Refer-A-Friend program is a referral program for VIP Customers to recommend MONAT products to their friends and family which will reward them both with a one-time future credit once the new friend or family member joins MONAT as a new VIP Customer and places their Enrollment order.

Q: WHAT IS THE AMOUNT OF CREDIT THEY WILL EACH RECEIVE?

A: The new VIP & referring VIP will both receive a credit as listed below according to their local market.

- US = \$20 USD
- CAN = \$25 CAD
- UK = £15

Q: HOW DOES A VIP ENROLL A NEW VIP THROUGH REFER-A-FRIEND?

A: To enroll a NEW VIP, the VIP is required to share their unique referral link found in their VIP Suite under Refer-A-Friend. This referral Link is a unique link generated by our system that identifies who they are. This way, we can give a redeemable credit per successful enrollment when a friend or colleague becomes a NEW VIP.

Their referral link can sent via Email, Text, Facebook®, Twitter® & INSTAGRAM®.

Q: WHAT ACTIONS ARE REQUIRED BY THE NEW VIP TO ENABLE THE NEW VIP TO RECEIVE THEIR CREDIT?

A: When the new VIP joins, they will need to enroll with the following steps to receive their credit.

- Enroll through their referring VIP Customer's unique referral link
- Pay the VIP enrollment fee (\$19.99 USD, \$24.95 CAD, £18 UK)
- Choose products for their qualifying enrollment order (\$84 USD, \$110 CAD, £60UK) which will ship right away
- Schedule and choose products for MONAT's convenient delivery service, the Flexship.

The one-time credit for the new VIP will be automatically applied on their first scheduled Flexship order (second order).

Q: WHAT ACTIONS ARE REQUIRED TO ENABLE THE REFERRING VIP TO RECEIVE THEIR CREDIT?

A: When the new VIP joins, the referring VIP will receive their credit once the new VIPs enrollment order is shipped. The credit for the referring VIP will be automatically applied to their next scheduled Flexship order.

Q: AS A REFERRING VIP, IS THERE ANY LIMIT TO HOW MANY FRIENDS I CAN REFER AND HOW MUCH CREDIT I CAN ACCMULATE?

A: There is no limit as to how many friends a VIP can refer and there is no limit to how many credits they can have! They may accumulate or spend their credits whenever they wish.

Q: WHERE CAN VIPS SEE THEIR REWARDS CREDITS? HOW DO THEY KNOW HOW MANY THEY HAVE LEFT?

A: VIPs can check their balance in their VIP Suite. Also, when they add products to their Flexship, they will also be able to see their credit balance.

Q: WHERE CAN THE REFER-A-FRIEND CREDITS BE USED?

A: Refer-A-Friend credits can only be redeemed within Flexship orders. They are not valid on one-time orders within the standard cart and cannot be applied to Flash Sales or shipping costs.

Q: WHAT HAPPENS IF THE VIPS CREDIT BALANCE EXCEEDS THE COST OF THEIR NEXT FLEXHIP?

A: If any available credit balance exceeds the cost of their next Flexship, the remaining credits will continue to carry over to their next Flexship.

Q: DO THE REFER-A-FRIEND CREDIT EXPIRE?

A: Yes, Refer-A-Friend credits expire 12 months after being rewarded.

Q: WHAT HAPPENS IF THE NEW VIP CANCELS THEIR ENROLLMENT ORDER?

A: If the new VIP cancels their Enrollment order or account, the sponsoring VIP will have their credit removed. If the referring VIP's Flexship order has already been processed with their credit attached, the

credit value will be deducted from their credit balance (similar to a commission clawback).

Q: CAN A VIP ENROLL ON A FLASH SALE AND EARN REFER-A-FRIEND CREDITS?

A: If the flash sale is valid on for an Enrolment order, the new VIP may enrol via a Flash Sale with their friend's unique referral link.

Q: IF THE REFERRING VIP DOESN'T HAVE AN ACTIVE FLEXSHIP SCHEDULED ON THEIR ACCOUNT AT THE TIME THEIR NEW VIP ENROLLS, WHAT HAPPENS TO THEIR CREDIT?

A: Credit will be available for use once the VIP creates a new Flexship. The VIP will see the credit on their Flexship before the payment is processed.