



VIP Customer Program FAQs

USA



MONAT Global

VIP CUSTOMER TERMS

YOUR VIP CUSTOMER PARTICIPATION AND PAYMENT AUTHORIZATION WILL REMAIN IN EFFECT UNTIL YOU ELECT TO ALTER, CHANGE OR CANCEL ANY ASPECT OF YOUR VIP CUSTOMER AGREEMENT, BY CONTACTING CUSTOMER CARE AT (888) 867-9987.

FEATURES:

- FREE shipping*
- 15% DISCOUNT on all MONAT products
- Only For You LIMITED EDITION monthly products in qualifying Flexship orders
- FLEXIBILITY to choose different products in every order
- Refer-A-Friend Program Eligibility
- Access to Flash Sales, special offers & promotions
- Easy online ordering
- Birthday promotional gift
- Option to upgrade to MONAT Market Partner

*Handling fee applies (see below for details).

Q: WHAT ENHANCEMENTS DID WE MAKE TO THE VIP PROGRAM AND WHY?

A: As a VIP Customer, you're extremely important to MONAT, and we want to treat you accordingly with every qualified Flexship order you receive. That's why we introduced Only For You to the VIP program: *EXCLUSIVE and LIMITED EDITION products that only VIPs and Market Partners on Flexship will receive in your qualified Flexship orders.*

Additionally, we have introduced the Refer-A-Friend Program, a referral program that provides an incentive for VIP Customers to recommend MONAT products to their friends by rewarding you both with a one-time future credit once the new friend successfully joins as a new VIP Customer and their enrollment order ships.

Q: WHAT IS ONLY FOR YOU?

A: Only For You products are EXCLUSIVE and LIMITED EDITION products that only VIPs and Market Partners on Flexship will receive in every qualified Flexship order (\$84 or more), including the enrollment order. Similar to a "product of the month" offering, Only For You products change each month and will not be available for purchase.

Q: WHAT DID ONLY FOR YOU REPLACE IN THE VIP PROGRAM?

A: Only For You replaces the previous \$10 credit issued upon enrollment and the \$20 off every fourth qualified Flexship order.

Q: WHAT IS AN "ACTIVE" VIP?

A: An Active VIP is one who has a scheduled Flexship, regardless of when that Flexship is scheduled to process and ship. Remaining active in the VIP Program entitles a VIP to the features listed above.

Q: WHAT IS A QUALIFIED FLEXSHIP ORDER?

A: A qualified Flexship order is \$84 VIP pricing.

Q: WHAT DOES A VIP COMMIT TO WHEN JOINING THE VIP CUSTOMER PROGRAM?

A: To qualify for 15% off the Suggested Retail Price and free shipping on orders, a VIP commits to placing two or more Flexship orders of \$84 or more, following their enrollment order. A VIP can still qualify for a 15% discount without meeting the Flexship threshold of \$84, but their order will not qualify as one of the required Flexship orders, nor ship for free. A VIP schedules their first Flexship order during enrollment. By default, their next order will ship approximately 30 days later; however, this order can be rescheduled for up to 60 days out. The VIP is not required to receive an order before scheduling a later delivery date for a subsequent order. In the VIP Customer Back Office, an order can be rescheduled for up to 60 days from "today" at any time. This applies to second Flexship (third order) and subsequent recurring orders as well. Orders process on the day(s) designated by the VIP, at the same great VIP price. The VIP can customize and schedule shipments online at any time or by contacting their sponsoring Market Partner or Customer Care at (888) 867-9987.

Q: WHAT IS MONAT'S FLEXSHIP SERVICE?

A: With Flexship Service, we will conveniently deliver products directly to your door. Here is how it works:

1. Enroll as a VIP and place your first qualified* Flexship order. You will receive an immediate perk with the Only For You product in your first order!
2. Agree that your second and third Flexships are also \$84 or more.
3. Order them on your schedule! You decide when they come—you can reschedule delivery as often as you like. Choose the products that work for you and when they ship.

Q: IF I ALREADY PUSHED MY ORDER OUT 60-DAYS, CAN I RESCHEDULE AGAIN?

A: Yes, but only in 60-day increments.

Q: WHAT ARE THE SPECIFIC REQUIREMENTS TO QUALIFY FOR THE REFER-A-FRIEND CREDIT?

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

- Enroll through their referring VIP's unique referral link
- Pay the VIP enrollment fee (\$19.99)
- Choose products for their qualifying enrollment order (\$84)
- Choose a free Only For You product
- Schedule out their first Flexship order
- Process payment for the enrolment order

Once their enrollment order ships, they will see their one-time credit (\$20) automatically applied on their first scheduled Flexship order.

Q: HOW DOES THE 30-DAY MONEY-BACK GUARANTEE APPLY TO THE VIP CUSTOMER PROGRAM?

A: MONAT offers VIP Customers a 100% money-back, satisfaction guarantee (less shipping and handling charges) on all its products for a period of 30-days after receipt. After this 30-day period, MONAT will refund 90% of the product purchase price; provided the return product is in resealable condition, unopened, unused, and undamaged.

Q: WHAT HAPPENS IF A VIP DECIDES TO BECOME A MARKET PARTNER?

A: When upgrading to MP, it is necessary for the VIP to contact their sponsoring Market Partner or Customer Care at (888) 867-9987 to upgrade and apply the \$19.99 VIP enrollment fee toward the Market Partner starter kit and cancel further VIP Flexship orders.

Q: WHEN CAN A VIP CANCEL?

A: As a VIP Customer, you have the option of cancelling your account in the following circumstances:

- Within 30-days of receiving your first order, provided you return the products received in the initial order. You must contact the Customer Care team before the second order has shipped.
- Once you have completed 3 or more qualified Flexship orders. A qualified Flexship order is \$84 or more. If you have completed 3 or more Flexship orders, you will not have to pay a cancellation fee.
- You can upgrade to a Market Partner at any time in the VIP Customer Back Office, or by contacting your sponsoring Market Partner or Customer Care Team at (888) 867-9987. You may apply the \$19.99 VIP enrollment fee toward the Market Partner starter kit and cancel further VIP Flexship orders.

Q: WHAT IS THE COST TO CANCEL THE VIP CUSTOMER AGREEMENT?

A: By joining our VIP Program, you agree to purchasing 2 qualifying Flexship orders of \$84 or more, after your enrollment order. Because you are receiving VIP Perks when you sign up, there is a cancellation fee if you fail to purchase those qualifying Flexship orders. If a VIP cancels after their enrollment order, the cancellation fee is \$25. If a VIP cancels after purchasing 2 Flexship orders (Enrollment order + 1 Flexship order), the cancellation fee is \$19. The VIP membership fee of \$19.99 is non-refundable.

Q: WHAT AND HOW MUCH IS THE HANDLING FEE?

A: A minimal handling fee will be added to all orders to cover the cost of the packaging and movement of the order. Handling fee will be applied as follows:

- Orders of \$60 or less = \$1 handling fee
- Orders of more than \$60 = \$2.50 handling fee