



# VIP CUSTOMER AGREEMENT

USA



MONAT Global

**PAYMENT AUTHORIZATION:** Entering the VIP Customer Program, you authorize Monat Global (“MONAT”) to withdraw payment for your VIP Customer order(s) from your credit card. MONAT is authorized to withdraw payment equal only to the amount of the products, applicable sales tax, and shipping and handling of products that you order, or the VIP Customer orders you have selected. You have the right to have the amount of any erroneous withdrawal deposited into your account as soon as reasonably possible and upon proper notification to MONAT. You shall hold MONAT harmless for all special or consequential damages, whether direct or indirect, resulting from any wrongful debit to your account.

**VIP PROGRAM CUSTOMER COMMITMENT:** To qualify for 15% off the Suggested Retail Price and free shipping on orders, you commit to placing two or more Flexship orders of \$84 or more, following your enrollment order. As a VIP you can still qualify for a 15% discount without meeting the Flexship threshold of \$84, but your order will not qualify as one of the required Flexship orders, nor will it ship for free. You schedule your first Flexship order during enrollment. By default, your next order will ship approximately 30 days later; however, this order can be pushed out up to 60 days at a time. You are not required to receive an order before you push it out. In the VIP Customer Back Office, you can push your order out up to 60 days from “today” whenever you like. This is true of your second Flexship (third order) and subsequent recurring orders as well. Your orders process on the day(s) you designate, at the same great VIP price. You can customize and schedule your shipments online at any time or by contacting your sponsoring Market Partner, or Customer Care at (888) 867-9987.

**CHANGES:** You can change your VIP Customer order selections, method of payment, or the authorized payment amount at any time. You can edit your order online any time from the VIP Customer Back Office or contact your sponsoring Market Partner or Customer Care Team at (888) 867-9987. Seven days prior to the process date for your next Flexship order, you will receive an automated email reminder confirming your order. No changes to orders may be made after the 25th of each month. MONAT reserves the right to change its prices associated with its products at any time without notice.

**CANCELLATION:** 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.

**CANCELLATION FEE:** By joining our VIP Program, you agree to purchase 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.

**RETURNS:** 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.

**SHIPPING AND HANDLING CHARGES AND SALES TAXES:** All orders of \$84 or more ship free while enrolled with an active Flexship. Applicable shipping charges and sales taxes will be added to orders below this threshold as specified when you place your order. All orders are assessed a handling fee as follows: Orders of \$60 or less: \$1.00. Orders of \$60.01 or more: \$2.50.

**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.