



VIP CUSTOMER AGREEMENT UPDATE

FAQs for VIP Customer in the U.S., Canada and UK



MONAT Global

Q: WHY ARE WE UPDATING THE VIP CUSTOMER AGREEMENT?

A: We are updating our VIP Customer Agreement to establish a more specific framework for the Flexship program. This will allow also us to expand our VIPs Perks.

Q: WHAT WAS UPDATED IN THE VIP CUSTOMER AGREEMENT?

A: The following has been updated in the VIP Customer Agreement:

- Thorough explanation of the term “VIP for Life” and Completion of Flexship Program
- Thorough explanation of the existing Cancellation Fees
- Updates to the perks of the VIP Program - Refer-A-Friend Program Eligibility
- Thorough explanation of the Product Return and Refund Process

Q: IS THE “VIP FOR LIFE” CAMPAIGN BEING UPDATED?

A: No. The requirements of the “VIP for Life” have not changed. A VIP Customer is deemed a “VIP for Life” if they fulfill the VIP Flexship requirement by paying the enrollment fee of \$19.99 USD/ \$24.95 CAD/ £18 and placing three Flexship Orders (1 enrollment order + 2 Flexship orders of \$84 USD / \$110 CAD/ £60 or more).

- For those that have completed their 3 Flexship Orders:
 - A. Nothing will change. They will still be deemed a “VIP for Life” and will receive 15% off all MONAT Products. If the VIP decides to cancel their Flexship account and remain a VIP, they will still be able to receive 15% off all MONAT Products.
- For those that have not completed their 3 Flexship Orders:
 - A. Per on the original VIP Customer Agreement, they are required to fulfill their VIP Flexship requirement by placing three Flexship Orders (1 enrollment order + 2 Flexship orders of \$84 USD / \$110 CAD/ £60 or more), in order to be considered a “VIP for Life”.

Q: ARE WE GOING TO “GRANDFATHER” IN VIPS WHO WERE ORIGINALLY ENROLLED IN THE “VIP FOR LIFE” CAMPAIGN?

A: For those that have completed their 3 Flexship Orders:

- They will still be deemed a “VIP for Life” and will continue receiving a 15% discount on all MONAT Products. This VIP continues to enjoy their discount even if they cancel their Flexship.

A: For those who have not completed their 3 Flexship Orders:

- No. Per the original VIP Customer Agreement, the VIP must meet their Flexship requirement (1 enrollment order + 2 Flexship Orders) to be grandfathered into the program and qualify as a “VIP for Life.”

Q: WHAT CHANGED ABOUT THE CANCELLATION FEES?

A: There were no changes to the cancellation fees, but a more detailed explanation of our policy was added to the new VIP agreement (Section 5). If a VIP cancels after their enrollment order, the cancellation fee is \$25USD/\$33 CAD/ £19. If the VIP cancels after purchasing 2 Flexship orders (Enrollment order + 1 Flexship order), the cancellation fee is \$19 USD/ \$25 CAD/ £15. If they cancel, at any time, the VIP Enrollment Fee of \$19.99 USD/ \$24.95 CAD/ £18 is non-refundable.

Q: WHAT HAPPENS AFTER A VIP COMPLETES THEIR FLEXSHIP REQUIREMENT?

A: VIPs are still eligible for the 15% discount on all MONAT products once they complete their Flexship requirement (1 enrollment order + 2 Flexship orders of \$84 USD / \$110 CAD/ £60 or more). VIPs can choose to cancel their Flexship after three qualifying orders, but they will continue receiving marketing communications regarding flash sales, promotions and VIP news.

Q: WHAT PERKS WERE UPDATED IN THE VIP PROGRAM?

A: Refer-A-Friend qualification: Our new MONAT VIP Refer-a-Friend Program allows VIPs to earn credits for each new VIP successfully enrolled. New VIPs also receive a credit toward their next qualifying Flexship order.