



# MONAT SKINCARE WAITLIST

FAQS for MPs, VIPs and Retail Customers in the U.S. and Canada

FAQs are subject to change



MONAT Global

**Q: HOW WILL I KNOW IF A PRODUCT IS SOLD OUT?**

A: If a product is sold out and eligible for a waitlist, it will be indicated on the product page.

**Q: HOW DO I JOIN THE WAITLIST?**

A: Beginning on Friday, October 4 at 9:00 a.m. EDT, when shopping for a product that is currently sold out, a pop-up notification will appear that will direct you to the waitlist landing page. You will then fill out the form and click on a link to join the waitlist.

**Q: HOW DO I LOCATE MY MEMBER ID?**

A: Your Member ID can be found in the VIBE Back Office under Account Information.

**Q: WHAT IF I DO NOT HAVE A MEMBER ID?**

A: You can create an account and then obtain your Member ID by visiting [monatglobal.com](https://monatglobal.com).

**Q: HOW CAN I CHANGE THE EMAIL ADDRESS IN THE OPEN FIELD ON THE WAITLIST PAGE?**

A: You will have to change your email address in your VIBE account. Log into your account and resubmit your request on the waitlist landing page.

**Q: HOW WILL I KNOW I'VE SUCCESSFULLY JOINED THE WAITLIST?**

A: After submitting your information, a confirmation message will appear, including your confirmation number. The message will advise printing or saving this page for your records.

**Q: WILL MY EXISTING FLEXSHIP ORDERS BE AFFECTED?**

A: Yes. If there are items in your Flexship order which are out of stock, you will have the option to edit your Flexship and add other products to your cart in order to qualify for your Flexship minimum of \$84 USD. If you decide to leave the sold out product in your order, we'll ship the in-stock items as scheduled, and we'll include a FREE MONAT Facial Massager as a special thank-you gift! Then, when the out-of-stock items are back in stock, we'll ship them separately.

**Q: WILL THE OUT-OF-STOCK PRODUCTS BE REPLACED IN PRODUCT PACKS?**

A: Yes. Details on the replacement products will appear on the Product Pack page in your Back Office. Click on View Details for each Product Pack to view these replacement items.

**Q: IS THERE A QUANTITY LIMIT TO THE FREE MONAT FACIAL MASSAGER?**

A: Yes. You will receive one MONAT Facial Massager per order.

**Q: HOW MANY TIMES CAN I JOIN THE WAITLIST?**

A: You can only join the waitlist once.

**Q: CAN I JOIN THE WAITLIST THROUGH THE VIBE APP?**

A: As of Friday, October 4 at 4 p.m. EDT, the waitlist is not yet available through the Vibe app, but will be soon. Within the next 48 hours, we expect Apple and Android to approve the new version of the app we've created, which you will need to download to access the waitlist. In the meantime, use any browser (Safari, Chrome, Firefox) on your mobile device to visit the waitlist directly at <https://monatglobal.com/out-of-stock/>.

**Q: HOW WILL I BE NOTIFIED THAT THE ITEM IS AVAILABLE?**

A: You will be notified via email. The email will include a link that will allow you to place your order.

**Q: HOW CAN I BE REMOVED FROM THE WAITLIST?**

A: You cannot be removed from the waitlist. However, you are not obligated to purchase the waitlist product once it becomes available.

**Q: IS THERE A PRIORITY PLACEMENT ON THE WAITLIST?**

A: No. There is no position on the waitlist.