

# VIP Points FAQ

FAQ subject to change

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## VIP POINTS INTRODUCTION

### **Q: WHAT ARE MONAT VIP POINTS?**

A: MONAT VIP Points is a tier-based perk that rewards VIP Customers with points earned on any regular, Flexship or Flash Sale order. Points may be redeemed for savings on future regular or Flexship orders.

### **Q: IN WHICH MARKETS IS VIP POINTS AVAILABLE?**

A: VIP Points is currently only available to VIP Customers in the USA.

### **Q: IS THERE A COST TO EARN VIP POINTS?**

A: No. MONAT VIP Points is a free perk for VIP Customers.

### **Q: HOW DOES MONAT VIP POINTS WORK?**

A: VIP Customers shop for their favorite MONAT products and earn points on every regular, Flexship and Flash Sale order. For each \$1 spent on any order, 1 VIP Point will be awarded to the VIP Customer. For every 100 points earned, the VIP Customer is automatically rewarded with a coupon for \$10 off on their next regular or Flexship order. Points are applied to the order subtotal amount, less shipping, handling, tax, or additional discounts.

### **Q: WHAT HAPPENS TO ANY VIP POINTS, BENEFITS, OR REWARDS THAT A VIP CUSTOMER HAS EARNED IF THEIR VIP CUSTOMER ACCOUNT IS CANCELLED?**

A: If a VIP cancels their VIP Customer account, their VIP points and rewards will be forfeited.

### **Q: WHAT HAPPENS TO ANY VIP POINTS, BENEFITS, OR REWARDS THAT A VIP CUSTOMER HAS EARNED IF THEIR VIP CUSTOMER ACCOUNT IS UPGRADED TO A MARKET PARTNER ACCOUNT?**

A: If a VIP upgrades their VIP Customer account to a Market Partner account, their VIP Points, benefits, and rewards will be forfeited. However, their discount on purchases will increase from 15 to 30 percent!

### **Q: DO VIP POINTS, BENEFITS, OR REWARDS HAVE ANY CASH VALUE?**

A: No. None of the VIP Points, benefits, or rewards can be redeemed for cash.

### **Q: WHAT MONAT PRODUCTS ARE ELIGIBLE FOR VIP POINTS?**

A: All MONAT products available for purchase to VIP Customers are eligible for points. Only for You products are not eligible for VIP Points.

### **Q: DO VIP POINTS EXPIRE?**

A: Yes. Unused VIP Points expire one year (12 months) after the points are earned.

### **Q: DO REWARDS EXPIRE?**

A: Yes. Rewards expire at 11:59 p.m. 90 days after their issue date, beginning on the issue date. Example:

Rewards are issued March 1

Rewards expiry date: May 29. Rewards may be redeemed through 11:59 p.m. on this date.

### **Q: ARE REWARDS AVAILABLE TO BE USED ON THE DATE OF EXPIRATION?**

A: No, rewards expire at midnight before the expiration date. Example: Reward expiration date = 03/29. Reward expires 03/28 at midnight.

### **Q: WHAT IS THE DIFFERENCE BETWEEN VIP POINTS AND REWARDS?**

A: VIP Points are earned each time a VIP Customer makes a purchase. Rewards are the coupon codes earned once a VIP Customer has reached 100 VIP Points.

### **Q: ARE THERE LIMITATIONS ON THE NUMBER OF PURCHASES ELIGIBLE FOR POINTS?**

A: No. There are no limitations on the number of purchases eligible for points.

**Q: HOW CAN A VIP CUSTOMER VIEW THE POINTS THEY'VE EARNED?**

A: A VIP Customer can view their VIP Points earned through their VIP Customer Account on MYMONAT.COM. On their account page, the VIP Customer has a Rewards Dashboard that provides full details.

**Q: CAN THE VIP CUSTOMER EXCHANGE OR RETURN AN EARNED REWARD?**

A: No. A VIP Customer cannot exchange or return rewards they have earned.

**Q: CAN VIP CUSTOMERS GIFT REWARDS THEY HAVE EARNED TO OTHERS?**

A: No. VIP Customers cannot share rewards with others. Rewards are not transferable.

**Q: IF A VIP CUSTOMER RETURNS AN ORDER, WHAT HAPPENS TO THEIR VIP POINTS/REWARDS?**

A: If a VIP Customer returns their order (full and/or partial) MONAT will withdraw the earned VIP Points on that order (full and/or partial). Any reward that is redeemed on an order being returned, is non-refundable.

**Q: DOES THE VIP CUSTOMER HAVE THE OPPORTUNITY TO EARN MORE POINTS?**

A: Yes. VIP Customers can earn bonus VIP points on Flexship orders. Additionally, MONAT will specify on promotion FAQs if any sales include an opportunity for VIP Customers to earn additional VIP points.

## HOW TO REDEEM VIP POINTS

### Q: CAN A VIP CUSTOMER REDEEM MULTIPLE REWARDS AT ONCE?

A: No. A VIP Customer can earn multiple rewards but can only redeem (1) \$10 reward coupon per regular or Flexship order.

### Q: HOW DOES A VIP CUSTOMER REDEEM REWARDS ON A REGULAR ORDER?

A: A VIP Customer can follow the steps listed below, to redeem a reward on a regular order:

1. Log in to your VIP account with your username and password.
2. Click on **VIP Points** in the navigation bar.
3. In **Your Available Rewards**, click on the coupon code you would like to use, and it will copy to your clipboard automatically.
4. Paste the coupon code into the coupon code box when completing your next order.\*

### Q: HOW DOES A VIP CUSTOMER REDEEM REWARDS ON A FLEXSHIP ORDER?

A: A VIP Customer can follow the steps listed below to redeem a reward on a Flexship order:

1. Log into your VIP account with your username and password.
2. Click on **VIP Points** in the navigation bar.
3. In **Your Available Rewards**, click on the coupon code you would like to use, and it will copy to your clipboard automatically.
4. Click **Shop**, then click **My Flexship** on the drop-down menu.
5. Click **Edit** on your Flexship template.
6. Click **Next**, until you get to the final step of the Flexship check out flow.
7. Paste the coupon code in the mini cart and click apply.
8. Once the coupon code has been successfully applied to the Flexship, click Save Flexship.

### Q: HOW DOES A VIP CUSTOMER RECEIVE THEIR SURPRISE & DELIGHT PRODUCT?

A: A VIP Customer will be notified through email with instructions on how to redeem their Surprise & Delight product.

### Q: CAN VIP CUSTOMERS REDEEM A PARTIAL REWARD?

A: No. A VIP customer cannot redeem a partial reward. It must be the full \$10 coupon.

### Q: CAN A VIP CUSTOMER REDEEM THEIR REWARD ON A FLASH SALE?

A: No. A VIP Customer cannot redeem their rewards on Flash Sales.

### Q: CAN A VIP CUSTOMER REDEEM THEIR REWARD ON A FLEXSHIP ORDER?

A: Yes. A VIP Customer can apply rewards to Flexship orders.

### Q: IS THERE A MINIMUM SPEND THRESHOLD TO REDEEM A \$10 REWARD COUPON ON A FLEXSHIP ORDER OR REGULAR ORDER?

A: No minimum spend is needed to redeem a \$10 Reward Coupon on Flexship or regular orders.

### Q: WHEN CAN A VIP CUSTOMER REDEEM THEIR VIP POINTS FOR A \$10 REWARD?

A: A VIP Customer's VIP Points will be available within two to three days of their purchase. Once the VIP Points are added to the VIP Customer's Rewards Dashboard, they will see a \$10 reward coupon they can redeem on their next purchase.

### Q: DOES A FLEXSHIP ORDER NEED TO TOTAL \$84 USD BEFORE OR AFTER THE REWARD COUPON IS APPLIED IN ORDER TO COUNT TOWARD THE 3 FLEXSHIP ORDERS NEEDED TO COMPLETE THE VIP CUSTOMER PROGRAM?

A: Before. If the VIP Customer's order subtotal is \$84 USD before the coupon is applied, their Flexship order will count toward one of the three orders required to complete the VIP Customer Program. In addition to this, they will still qualify for free shipping if the \$84 USD subtotal is met before the application of the \$10 reward coupon.

## VIP POINTS TIERS

### **Q: WHAT ARE THE TIERS FOR VIP POINTS?**

A: VIP Points has two tiers:

- VIP: for VIPS who spend \$0 to \$299 USD within one year of enrollment to the VIP Customer Program/enrollment in VIP Points
- VIP + for VIPs who spend \$300 USD or more within one year of enrollment to the VIP Customer Program/enrollment in VIP Points.

### **Q: HOW CAN A VIP CUSTOMER QUALIFY FOR THE VIP + TIER?**

A: A VIP Customer will qualify for the VIP + tier by spending \$300 USD or more within one year of their enrollment date (365 days from the date in which they were enrolled into the program). If a customer does not reach VIP + status by the end of one year, they will stay at the VIP status.

### **Q: HOW DOES A VIP CUSTOMER MAINTAIN VIP + STATUS?**

A: To maintain VIP + status for the next year after the renewal date, a VIP Customer must spend \$300 USD or more in a 12-month period from the date that they first leveled up to VIP +. The renewal date is located on the VIP's Rewards Dashboard. This date indicates the date when the VIP Points will reset.

### **Q: WHAT IS THE MONAT ANNIVERSARY COUPON?**

A: The MONAT Anniversary Coupon is a \$10 reward coupon awarded on the VIP Customer's VIP Points enrollment date.

### **Q: HOW WILL I RECEIVE MY MONAT ANNIVERSARY COUPON?**

A: You will see it on your Rewards Dashboard on your MONAT Anniversary date. This date is located under the Tier Progress bar on your Rewards Dashboard.

### **Q: WHAT IS THE VALUE OF MY MONAT ANNIVERSARY COUPON?**

A: The MONAT Anniversary Coupon is a \$10 reward coupon code. It can be redeemed on your next regular or Flexship order. There is no minimum spend threshold to redeem this coupon.

### **Q: IS THERE AN EXPIRATION DATE ON MY MONAT ANNIVERSARY COUPON?**

A: Yes. You have 90 days to redeem your coupon codes. This is the standard expiration period for all VIP Points coupon codes.

**Q: WHAT ARE THE MONAT VIP POINTS REWARDS PER TIER?**

MONAT VIP REWARDS BENEFITS	VIP	VIP+
SPEND PER YEAR	\$0 - \$299	\$300 AND UP
RECEIVE A \$10 COUPON FOR EVERY 100 POINTS EARNED		
RECEIVE A \$10 REWARD COUPON ON YOUR MONAT ANNIVERSARY		
RECEIVE BONUS POINTS FOR SELECT FLASH SALES		
<b>SURPRISE &amp; DELIGHT PRODUCT*</b>		
EARN BONUS POINTS ON FLEXSHIP ORDERS	10 POINTS	20 POINTS
<p><i>*Surprise &amp; Delight product is only awarded once in a Customer's lifetime. Surprise &amp; Delight product must be added to your next order.</i></p> <p><i>**VIP Rewards expire in 90 days.</i></p>		

**Q: WHAT IS A SURPRISE & DELIGHT PRODUCT?**

A: A Surprise & Delight Product is a free gift awarded to VIPs who have received VIP + status. It is our way of saying thanks! Terms of the offer are subject to change while supplies last. An email notification will be sent with instructions on how to redeem your gift.

**Q: ARE BONUS POINTS EARNED ON ALL FLEXSHIP ORDERS?**

A: Yes, bonus points are earned on all Flexship orders regardless of order total.

**Q: WHEN IS A VIP CUSTOMER ELIGIBLE FOR THE SURPRISE & DELIGHT PRODUCT?**

A: The Surprise & Delight Product is currently offered to VIPs who achieve VIP + status.

**Q: ARE VIP CUSTOMERS ELIGIBLE TO RECEIVE A SURPRISE & DELIGHT PRODUCT EACH TIME THEY ACHIEVE VIP +?**

A: No. VIP Customers are awarded a Surprise & Delight Product only once, the first time they achieve VIP + status.

**Q: CAN A VIP POINTS COUPON AND A BIRTHDAY CODE COUPON BE USED ON THE SAME ORDER?**

A: No. VIP Points coupons cannot be combined with any other coupon codes.

## **COMMISSIONS AND MARKET PARTNER REVIEW OF THE VIP POINTS PERK FAQS (MARKET PARTNERS ONLY)**

### **Q: WILL PV/CV BE AFFECTED IF MY VIP CUSTOMERS PURCHASE AN ORDER USING A \$10 REWARD COUPON?**

A: Yes. PV/CV will decrease based on the subtotal amount of the order.

### **Q: WILL PV/CV BE AFFECTED IF MY VIP CUSTOMERS REDEEM THEIR SURPRISE & DELIGHT ON THEIR ORDER?**

A: No. PV/CV is not affected by the redemption of Surprise & Delight. This is a free product awarded to the customer for reaching the VIP + tier.

### **Q: CAN A MARKET PARTNER USE A VIP CUSTOMER'S EARNED REWARD?**

A: No. rewards are only eligible to VIP Customers.

### **Q: CAN A MARKET PARTNER CALL CUSTOMER CARE TO RECEIVE THEIR VIP CUSTOMERS' REWARD COUPONS IF THEY ARE HAVING TROUBLE ACCESSING THEIR REWARDS DASHBOARD?**

A: No. A VIP Customer must contact Customer Care if they are having issues redeeming their coupon codes. No coupon codes will be given to Market Partners via Customer Care.

### **Q: CAN MARKET PARTNERS VIEW THEIR VIPS ACCUMULATED POINTS, AVAILABLE REWARD COUPONS AND TIER STATUS?**

A: Yes, Market Partners can view their VIPs' VIP Points status via these steps:

1. Log into the Back Office with your username and password.
2. Click on **Reports** in the navigation bar.
3. Click on **VIP Points Report** from the Reports dropdown menu.



## ADDITIONAL FAQ

### **Q: CAN A VIP CUSTOMER OPT OUT OF MONAT VIP POINTS?**

A: Yes. A VIP Customer can opt out of MONAT VIP Points by contacting Customer Care via email.

Email us at:

- US English: [CustomerCareUSA@MonatGlobal.com](mailto:CustomerCareUSA@MonatGlobal.com)
- US en Español: [CustomerCareUSA\\_ESP@MonatGlobal.com](mailto:CustomerCareUSA_ESP@MonatGlobal.com)

### **Q: HOW CAN A RETAIL CUSTOMER PARTICIPATE IN MONAT VIP POINTS?**

A: A Retail customer can become eligible for VIP Points only by enrolling as a VIP Customer.

### **Q: WHAT DOES A VIP CUSTOMER DO IF THEIR POINTS/REWARDS WERE NOT PROPERLY ADDED TO THEIR ACCOUNT?**

A: Contact Customer Care to have this matter further investigated.

1. **Email** us at:

- US English: [CustomerCareUSA@MonatGlobal.com](mailto:CustomerCareUSA@MonatGlobal.com)
- US en Español: [CustomerCareUSA\\_ESP@MonatGlobal.com](mailto:CustomerCareUSA_ESP@MonatGlobal.com)

2. **Call** our MONAT Customer Care team at (888) 867 -9987

3. **Chat** with us by accessing to your VIP Account [www.mymonat.com](http://www.mymonat.com) and click on: Live Chat

### **Q: CAN REWARDS EARNED THROUGH VIP POINTS BE USED TOWARDS MONAT GEAR?**

A: No. Rewards earned cannot be used towards purchases on MONAT Gear.

### **Q: IS FREE SHIPPING INCLUDED WITH THE USE OF A REWARDS COUPON CODE?**

A: Free shipping is included with all orders of \$84 USD or more as a VIP Customer with an active Flexship template. If the customer's order subtotal is \$84 USD before the coupon is applied, the order will include free shipping.

### **Q: MY REWARDS DASHBOARD IS NOT FUNCTIONING CORRECTLY. WHAT DO I DO?**

A: Contact Customer Care to have this matter further investigated.

1. **Email** us at:

- US English: [CustomerCareUSA@MonatGlobal.com](mailto:CustomerCareUSA@MonatGlobal.com)
- US en Español: [CustomerCareUSA\\_ESP@MonatGlobal.com](mailto:CustomerCareUSA_ESP@MonatGlobal.com)

2. **Call** our MONAT Customer Care team at (888) 867 -9987

3. **Chat** with us by accessing to your VIP Account [www.mymonat.com](http://www.mymonat.com) and click on: Live Chat

### **Q: I AM MISSING MY MONAT ANNIVERSARY REWARD COUPON. WHAT DO I DO?**

A: Contact Customer Care to have this matter further investigated.

1. **Email** us at:

- US English: [CustomerCareUSA@MonatGlobal.com](mailto:CustomerCareUSA@MonatGlobal.com)
- US en Español: [CustomerCareUSA\\_ESP@MonatGlobal.com](mailto:CustomerCareUSA_ESP@MonatGlobal.com)

2. **Call** our MONAT Customer Care team at (888) 867 -9987

3. **Chat** with us by accessing to your Account [www.mymonat.com](http://www.mymonat.com) and click on: *Live Chat*