

VIP Points FAQs

FAQs subject to change

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VIP POINTS PROGRAM PARAMETERS FAQS

Q: WHAT IS MONAT VIP POINTS?

A: MONAT VIP Points is a tier-based rewards perk that allows VIP Customers to earn points on any regular, Flexship or Flash Sale order.

Q: WHAT COUNTRIES WILL VIP POINTS BE OFFERED IN?

A: VIP Points will only be offered in the US market at launch. Any VIP Customers outside of the US Market, will not have access to this perk.

Q: HOW DOES A VIP CUSTOMER JOIN MONAT VIP POINTS?

A: Existing VIP Customers who have an active Flexship template; and VIP Customers who have fulfilled the VIP Flexship Program (1 enrollment order + 2 Flexship orders of \$84 USD or more) will automatically be opted into MONAT VIP Points on November 9, 2021, at 9:00 A.M. EST.

Newly enrolling VIPs in the United States will be auto enrolled during their VIP Customer enrollment as of November 9, 2021 at 9:00 A.M. EST. Retail customers who upgrade their account to a VIP Customer account on or after November 9, 2021, at 9:00 A.M. EST will be automatically opted in.

Q: IS THERE AN ADDED CHARGE TO BE PART OF MONAT VIP POINTS?

A: No. MONAT VIP Points is included as a free perk to being a VIP Customer.

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 \$10 off coupon which can be used toward their next regular or Flexship order.

Q: WHAT HAPPENS TO ANY POINTS, BENEFITS, OR REWARDS THAT MY 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 POINTS, BENEFITS, OR REWARDS THAT MY 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 and rewards will be forfeited.

Q: DO VIP CUSTOMER REWARDS, BENEFITS AND POINTS HAVE ANY CASH VALUE?

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

Q: ARE PREVIOUS MONAT ORDERS PLACED BEFORE NOVEMBER 9, 2021, APPLICABLE FOR VIP POINTS?

A: No. Previous MONAT orders are not applicable for VIP Points.

Q: HOW DOES A VIP CUSTOMER EARN POINTS?

A: A VIP Customer earns points by receiving 1 point for every \$1 spent on regular, Flash Sale and Flexship orders. Points are applied to the order subtotal amount, less shipping, handling, tax, or additional discounts.

Q: WHAT MONAT PRODUCTS ARE ELIGIBLE FOR POINTS?

A: All MONAT products that are sold to VIP Customers are eligible for points, excluding Only for You products.

Q: DO POINTS EXPIRE?

A: Yes. Points expire after 1 year from the point of enrollment.

Q: DO REWARDS EXPIRE?

A: Yes. Rewards expire after 90 days.

Q: WHAT IS THE DIFFERENCE BETWEEN POINTS AND REWARDS?

A: Points are accumulated each time a VIP Customer makes a purchase. Rewards are the coupon codes earned once a VIP Customer has reached 100 VIP Points. VIP Customers received a Surprise and Delight product once VIP+ status is achieved.

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: 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 points earned through their VIP Customer Account on [MYMONAT.COM](https://www.monat.com). On their account page the VIP Customer has a Rewards Dashboard with further details.

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

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

Q: IF A VIP CUSTOMER UPGRADES TO A MARKET PARTNER, WHAT HAPPENS TO THEIR UNUSED VIP POINTS AND REWARDS?

A: If a VIP Customer upgrades to a Market Partner and has unused VIP points and rewards, they will forfeit the ability to redeem them. The upgraded VIP Customer will not have further ability to earn points, earn rewards, or redeem rewards.

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 points on Flexship orders. Additionally, MONAT will specify on promotion FAQs if any sales include an opportunity for VIP customers to earn additional points.

VIP POINTS REDEMPTION PROCESS FAQs

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 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 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. 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 REDEEM A SURPRISE AND DELIGHT COUPON CODE?

A: A VIP Customer can follow the steps listed below, to redeem a Surprise and Delight product coupon code:

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' section, a coupon code will show for your available Surprise and Delight reward.
4. Click on the coupon code and it will copy to your clipboard automatically.
5. Create a Flexship or Regular order with no minimum spend and proceed to check out. Or edit your Flexship template and proceed to check out.
6. Paste the coupon code in the final step of the checkout process and click apply. The Surprise and Delight product will be added to your order.
7. Process the payment for your order.

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. VIP Customers cannot redeem their rewards on Flash Sales.

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

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

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

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

Q: IS THERE A MINIMUM SPEND THRESHOLD NEEDED TO REDEEM THE SURPRISE AND DELIGHT COUPON CODE ON A FLEXSHIP ORDER OR REGULAR ORDER?

A: Yes. A VIP Customer must reach the \$84 USD threshold on a regular or Flexship order before they can redeem the Surprise and Delight coupon code.

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

A: A VIP Customer's VIP Points will be available between 48- 72 hours. After the VIP points are released 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 BE \$84 USD BEFORE OR AFTER THE REWARD COUPON IS APPLIED, FOR IT TO COUNT TOWARDS THE 3 FLEXSHIP ORDERS NEEDED TO COMPLETE THE VIP CUSTOMER PROGRAM?

A: If the customer's order subtotal is \$84 USD before the coupon is applied, their Flexship order will count towards one of the three 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 TIER PARAMETERS FAQs

Q: HOW MANY TIERS DOES THE VIP POINTS PERK HAVE?

A: Currently VIP Points has only two tiers. VIP Tier (which has an annual spend of \$0 to \$299 USD) and the VIP + Tier (which has an annual spend of \$300 or more).

Q: HOW CAN A VIP CUSTOMER REACH A NEW TIER?

A: A VIP Customer can reach a new tier by achieving the next tier spend threshold.

Q: HOW DOES A VIP CUSTOMER MAINTAIN THEIR TIER STATUS?

A: To keep VIP + tier for the next year after the renewal date, you must spend over \$300 USD in one calendar year. Your renewal date is located on your Rewards Dashboard. This date indicates the date in which your VIP Points will reset.

Q: WHAT IS THE MONAT ANNIVERSARY COUPON?

A: A 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: HOW MUCH IS MY MONAT ANNIVERSARY COUPON FOR?

A: It 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 OR SURPRISE AND DELIGHT PRODUCT COUPON?

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








Q: CAN I COMBINE MY MONAT ANNIVERSARY COUPON WITH THE SURPRISE AND DELIGHT COUPON OR \$10 REWARD COUPON?

A: No. Coupon codes distributed from VIP Points perk cannot be combined.

Q: DOES A VIP CUSTOMER'S TIER STATUS EXPIRE?

A: If a customer does not reach VIP + status by the end of the year (a year = 365 from the date in which they were enrolled into the program), they will stay at the VIP status.

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		
SURPRISE & DELIGHT PRODUCT*		
EARN BONUS POINTS ON FLEXSHIP ORDERS	10 POINTS	20 POINTS

**Surprise & Delight product is only awarded once in a Customer's lifetime. Surprise & Delight product must be added to your next order.
**VIP Rewards expire in 90 days.*

Q: WHAT IS A SURPRISE AND DELIGHT GIFT?

A: A Surprise and Delight Gift 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.

Q: ARE BONUS POINTS EARNED ON ANY FLEXSHIP ORDER?

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

Q: WHEN IS A VIP CUSTOMER ELIGIBLE FOR THE SURPRISE AND DELIGHT GIFT?

A: Surprise and Delight is currently offered to those VIPs who have reached VIP + status.

Q: ARE VIP CUSTOMERS ELIGIBLE TO RECEIVE A SURPRISE AND DELIGHT GIFT EACH TIME THEY RANK TO VIP +?

A: No. VIP Customers are awarded a Surprise and Delight gift only once in their lifetime.

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 IMPACTED 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 IMPACTED IF MY VIP CUSTOMERS REDEEM THEIR SURPRISE AND DELIGHT COUPON CODE ON THEIR ORDER?

A: No. PV/CV is not impacted by the redemption of the Surprise and Delight coupon code. This is a free product given 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.

ADDITIONAL PROGRAM FAQs

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 to opt out of the VIP Points perk:

Email us at:

- US English: CustomerCareUSA@MonatGlobal.com
- US en Español: CustomerCareUSA_ESP@MonatGlobal.com

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

A: A Retail customer must upgrade to a VIP Customer to be eligible for VIP Points.

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
- US en Español: 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 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
- US en Español: 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 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.

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- US en Español: 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 and click on: **Live Chat**