VIP Customer Agreement

Effective September 1, 2022

MONAT Global United States
VIP CUSTOMER PROGRAM

VIP Customer Agreement

This Agreement is between you and MONAT Global Corp. ("MONAT") and is dated as of the date you enrolled in the MONAT VIP Customer Program and VIP Points Rewards Program with MONAT. By becoming a VIP Customer with MONAT and enjoying the advantages of the VIP Customer Program, you agree to all the terms and conditions set forth below. MONAT will not allow you to become a VIP Customer without your agreement to the terms in this Agreement. Please see terms and conditions for the VIP Points Program for more information or visit www.monatglobal.com/vippoints.

1. VIP Customer Program Requirements

By becoming a MONAT VIP Customer, and joining the VIP Customer Program, you agree to the following:

   a. You must pay a one-time USD 19.99 Enrollment Fee.
   b. Create one enrollment order and one additional Flexship order of USD 84 or more; and
   c. You must reside in the United States, a U.S. Territory, or any country that MONAT has officially announced is open for business.

MONAT reserves the right to deny or terminate any VIP Customer account.

2. VIP Customer Program Perks

After your Enrollment order and your VIP Customer Agreement have been accepted by MONAT, you will receive the following perks of the VIP Customer Program, as long as you are a VIP Customer:

   • 15% DISCOUNT on all MONAT products
   • FREE shipping on Flexship orders of USD 84 or more
   • VIP Points access
   • Only For You product or alternative item included in each qualifying Flexship order
   • Flexibility to choose different products in every order
   • Birthday gift
   • Access to Flash Sales, special offers and promotions
   • Easy online ordering
   • Flexible order scheduling
   • Option to upgrade to become a MONAT Market Partner

*Flash Sales and Promotions do not count as qualifying Flexship orders. The products in Flash Sales and Promotions cannot be added to your regularly scheduled Flexship order.

3. MONAT Flexship (Flexible Shipment) Program

By enrolling as a MONAT VIP Customer, you are signing up for the Flexship Program. A Flexship order is a flexible and customizable shipment order you choose product for during your VIP Customer enrollment. The parameters of the Flexship Program are listed below:

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www.monatglobal.com/vippoints

enjoying the advantages of the VIP Customer Program, you agree to all the terms and conditions set forth below. This Agreement is between you and MONAT Global Corp. (“MONAT”) and is dated as of the date you enrolled after your initial Enrollment order. MONAT will assess the following cancellation fees if you do not complete the second order has been processed to ship in order to cancel.

6. Cancellation Fees
By joining MONAT’s VIP Customer Program, you agree to purchase 2 qualifying Flexship orders of USD 84 or more after your initial Enrollment order. MONAT will assess the following cancellation fees if you do not complete the minimum lifetime requirement of 2 qualifying Flexship orders of USD 84 or more after your initial Enrollment order:

• USD 25 = Enrollment order only completed
1. VIP Customer Program Requirements

- MONAT reserves the right to deny or terminate any VIP Customer account.
- MONAT will not allow you to become a VIP Customer without your agreement to the terms in this Agreement.
- This Agreement is between you and MONAT Global Corp. (“MONAT”) and is dated as of the date you enrolled as a VIP Customer.
- By becoming a VIP Customer with MONAT and signing up for the Flexship Program and VIP Points Rewards Program with MONAT, you authorize MONAT to make charges to your credit card or debit card for such orders.
- MONAT will assess the following cancellation fees if you do not complete the minimum lifetime requirement of 2 qualifying Flexship orders of USD 84 or more after your initial Enrollment order:
  - USD 25 = Enrollment order only completed
  - USD 19 = Enrollment order + 1 Flexship order completed

2. 30-Day Money Back Guarantee

MONAT offers a 30-Day Money Back Guarantee (less shipping and handling charges) on all orders. If, for any reason, you are not satisfied with any MONAT product you buy, you may return the unused portion of the product to MONAT within 30 days of your receipt of the order, for a full refund of the purchase price (less shipping and handling charges).

All refunds will be credited ONLY to the credit or debit card that was used to make the original purchase.

7. Completion of MONAT Flexship Program (“VIP for Life”)

If you fulfill the VIP Flexship Program requirement, by placing 3 qualified Flexship orders (1 enrollment order + 2 Flexship orders of USD 84 or more), you will continue to enjoy the 15% discount on all MONAT products and access to flash sales and promotions for life. You can cancel your Flexship account after completing three qualifying orders and still enjoy the 15% discount on all MONAT products, access to flash sales and promotions.

If you cancel your VIP Customer account after completion of the MONAT Flexship Program, you will be removed from the MONAT system entirely and will have to reapply (see Section 1 above) to receive VIP Customer perks in the future.

8. Change of Sponsor

MONAT is a direct sales company that markets its products through Independent Market Partners (“Market Partner” or “Market Partners”). As a VIP Customer, you must “sign up with” a Sponsor (Market Partner) upon joining the VIP Customer Program. If you do not have one upon sign up, one will be assigned to you. The transfer of a MONAT VIP Customer from one Sponsor to another is not permitted except when a mistake is made in choosing the correct Sponsor while completing the MONAT online applications. Errors must be reported during the initial thirty (30) day period immediately following the date that a Market Partner or VIP Customer first joins MONAT. Sponsor changes are not permitted after such initial thirty (30) day period. All Sponsor change requests must be approved not only by the Company, but also by each Sponsor affected by the requested change. In order to request a Sponsor change, a VIP Customer must complete a Sponsor Correction Request Form and email it to the Company’s Commissions Department at: SponsorCorrectionSupport@MonatGlobal.com.

9. Shipping and Handling Fees; Sales Tax

All Flexship orders of USD 84 or more receive free shipping while a VIP Customer is enrolled in the VIP Customer Program. Applicable shipping charges and applicable sales tax will be charged on all orders, based the total dollar amount of the order. Taxes are calculated according to shipping destination and itemized on the Order Summary page.

All orders are assessed a handling fee as follows:

- Orders of USD 60 or less: USD 3.00
- Orders of USD 60.01 or more: USD 4.49

10. 30-Day Money Back Guarantee

MONAT offers a 30-Day Money Back Guarantee (less shipping and handling charges) on all orders. If, for any reason, you are not satisfied with any MONAT product you buy, you may return the unused portion of the product to MONAT within 30 days of your receipt of the order, for a full refund of the purchase price (less shipping and handling charges).

All refunds will be credited ONLY to the credit or debit card that was used to make the original purchase.
**Product Returns After 30 Days**

After 30 days, MONAT offers a 90% refund of the purchase price (excluding shipping and handling charges) on the return of all unopened and unused product. We will happily refund the purchase price (excluding shipping and handling charges) of returned item(s) to the original form of payment. Any returns after 90 days from when the VIP Customer receives their order, will not be accepted.

**11. Return and Refund Process**

Returns on items eligible for returns are accepted within 90 days of receipt. Items must be returned unopened/unused, in their original packaging. To return product for a refund, you must return the products directly to MONAT and follow the steps listed below:

A. You must first obtain a Return Authorization Number (RMA) by contacting the MONAT Customer Care team at (888) 867-9987 or by email at:

- US English: CustomerCareUSA@Monatglobal.com
- US Español: CustomerCareUSA_ESP@Monatglobal.com

You will need to provide the order number and specify if requesting a full refund or partial refund.

B. Proper shipping cartons and packing materials must be used when packaging products to be returned. All returns must be prepaid by the Market Partner or Customer. MONAT does not accept shipping-collect packages. The risk of loss in shipping for returned product shall be on the Market Partner or Customer returning the product. If returned product is not received by the MONAT’s Distribution Center, it is the responsibility of the Market Partner or Customer to trace the shipment.

C. The items must be returned to MONAT within 90 days from the date of purchase. Please ship all items to:

MONAT Returns
10000 NW 15th Terrace, Doral Florida 33172

Any merchandise that is clearly identified at the time of sale as non-returnable, discontinued, or as a seasonal item, may not be returned for a refund.

**12. Receiving a Refund**

A refund will be issued once we have received your returned items from the listed RMA process in Section 11. Any items that are damaged when we receive them are not eligible for refund. Refunds do not include any shipping or handling charges, except in the case of faulty or damaged items. Your refund will be credited to the original form of payment used for the original transaction and will be in the amount of the product price less shipping and handling fees.

Please note that credit or debit card refunds may take up to 10 business days for your bank to post to your account, depending on their processing times. This can vary greatly among credit or debit card issuers.

**13. Delays**

MONAT shall not be responsible for delays or failure in its performance when performance is made commercially impracticable due to circumstances beyond its reasonable control. This includes, without limitation, strikes, labor difficulties, riot, war, fire, death, pandemic outbreaks recognized by the World Health Organization or Federal Government, curtailment of a source of supply, or government decrees or orders.
14. Governing Law
The laws of the State of Florida shall govern all matters relating to or arising from this Agreement and your enrollment in MONAT’s VIP Customer Program.

15. Binding Arbitration
In the event of any controversy, claim or dispute ("Claim") arising out of or relating to any provision of this Agreement, or the breach of this Agreement, or any products delivered by MONAT to the VIP Customer, including product issues or problems with the products or reactions to the products, the Claim shall be heard and settled solely and exclusively by binding arbitration, under the Rules of the American Arbitration Association, by a single arbitrator appointed in accordance with such Rules. All documents and correspondence in relation to those disputes shall be drafted in English and the arbitration shall be conducted in English. The arbitrator to be appointed shall have a good working knowledge of the English language. The place of arbitration shall be the capital of the state or province where the VIP Customer resides. The arbitration award shall be final, binding and not subject to appeal and shall be enforceable in any court of competent jurisdiction. The party in whose favor the arbitration award is rendered shall be entitled to recover the costs and expenses of the arbitration panel. However, the parties shall each be responsible for their own legal fees.

16. Agreement Changes
MONAT reserves the right to change the prices of its products at any time without notice except it will not change the prices of any order for which it has charged your credit card. MONAT reserves the right to amend this Agreement in its sole and absolute discretion. By agreeing to this VIP Customer Agreement, and joining MONAT as a VIP Customer, you agree to abide by the most current version of this Agreement as it is amended by MONAT from time to time. “Amendments” to this Agreement shall be effective after MONAT publishes its revised Agreement, but Amendments shall not apply retroactively prior to the effective date of the Amendment. MONAT shall make the Amended Agreement available to all VIP Customers by one or more of the following methods: (1) posting on MONAT’s official website; (2) e-mail; or (3) posting in the VIP Customer’s Account Page.

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