MONAT® GLOBAL – US

# MONAT VIP PERKS™

## FAQS FOR MPS & VIPS IN THE USA

*FAQs are subject to change*

*November 15, 2026*

MONAT®

**Q: WHAT IS MONAT VIP PERKS™?**
A: MONAT VIP Perks™ is a customer program offered by MONAT that rewards MONAT VIP Customers with various perks including flat rate shipping, order discounts, free products, and other exclusive benefits.

**Q: HOW CAN I RECEIVE MONAT VIP PERKS™?**
A: To receive MONAT VIP Perks™, one must become a MONAT VIP Customer via the MONAT Global website at monatglobal.com > VIP > Become a VIP and meet the following requirements:

1. Pay a one-time $10 USD sign-up fee
2. Create one initial order of $84 USD or more
3. Create one future Flexship order of $84 USD or more
4. Reside in the United States, a U.S. Territory, or any country that MONAT has officially announced is open for business
5. Be 18 years of age or older

**Q: WHAT PERKS ARE OFFERED THROUGH MONAT VIP PERKS™?**
A: The perks offered through MONAT VIP Perks™ are as follows:

- 15% off: Every product. Every day.
- $20 USD Coupon in Welcome Email
- Flat rate shipping. Orders under $100 ship for only $7.99. Orders over $100 ship free!
- MONAT Purchase +™: VIPs receive an additional 20% off their purchase, depending on their order total.
- VIP Points: With every purchase, VIPs earn points they can accumulate and redeem as they like for customized money-savings rewards.*
- Birthday Bonus: VIPs receive a $25 Reward on their special day.*
- Anniversary Gift: Celebrate with a $10 Reward on your anniversary of becoming a MONAT VIP.*
- Flexship: VIPs choose their products and their frequency—every 30 or 60 days—and may update their order or adjust their schedule anytime, hassle-free!
- FREE Products: VIPs earn a FREE full-size product on their 2nd, 3rd, and 4th flexship orders.
- Exclusive Sales & Promotions: VIPs enjoy exclusive access to flash sales and special promotions, offering even more savings.

**VIPs must be opted into VIP Points in order to receive these rewards. To opt in, please log into mymonat.com, click on the rewards icon, and follow the instructions presented within the pop-up.*

**Q: HOW DO I RECEIVE THE ADDITIONAL DISCOUNT OFFERED THROUGH MONAT PURCHASE +™?**
A: No action is needed to receive the 20% additional discount earned through MONAT Purchase +™. We will do it for you! Just shop for your favorite MONAT products, reach the threshold of $125 USD, and the discount will automatically be applied to your order.

**Q: WHAT ARE VIP POINTS?**

A: VIPs earn points (VIP Points) on every regular, Flexship, and Flash Sale order they place. For every $1 spent on any regular or Flash Sale/promotional order, the VIP will be awarded 1 VIP Point. For every $1 spent on any Flexship, order, the VIP will be awarded 1.5 VIP Points. Points are applied to the order subtotal amount less shipping, handling, tax, and any additional discounts. VIPs may redeem their VIP Points for customized money-savings rewards as shown below.

| Points | Reward Value |
|---|---|
| 100 | $10 |
| 150 | $15 |
| 200 | $20 |
| 300 | $30 |
| 500 | $50 |

Please note: VIPs must be opted into VIP Points in order to receive these rewards. To opt in, please log into mymonat.com, click on the rewards icon, and follow the instructions presented within the pop-up.

**Q: WHAT IS FLEXSHIP?**

A: With Flexship, VIPs can create customizable, recurring orders of their favorite MONAT products. VIPs have full control of their Flexship: They may change the contents of their order, edit the next scheduled date, and update shipment frequency to suit their needs. VIPs may cancel or recreate a Flexship at any time from their VIP account page.

And don't forget: Flexship orders unlock the following rewards:

- Free shipping on Flexship orders of $100 or more
- 50% more VIP Points earned for each $1 spent on Flexship orders
- A bonus of 10 VIP Points per subscription order
- Redeem a free full-sized product on your 2nd, 3rd, and 4th subscription order when you complete a 1st, 2nd, and 3rd Flexship order of $84 USD or more

**Q: HOW CAN A VIP ADD THEIR FREE FULL-SIZE PRODUCT TO THEIR NEXT FLEXSHIP ORDER?**

A: Once a VIP has earned a complimentary gift, they must redeem this on their next scheduled Flexship order of $84 USD or more by simply accessing their VIP Account on mymonat.com and going to their Flexship settings. When editing their Flexship, they will be prompted to select their gift from an assortment of our most popular products. Please allow 5–7 business days after the Flexship order is shipped for the free gift to be able to be redeemed on the next qualifying Flexship order.

**Q: HOW DOES THE 30-DAY MONEY-BACK GUARANTEE APPLY TO MONAT VIP CUSTOMERS?**

A: MONAT offers a 30–day money back satisfaction guarantee (minus shipping and handling charges) to all MONAT VIP Customers. If you are not satisfied with any MONAT product you purchase, for any reason, you may return the unused portion of the product to MONAT within 30 days for a full refund of the purchase price (minus shipping and handling charges). After 30 days, MONAT offers a 90% refund of the purchase price (minus shipping and handling charges) on the return of all unopened and unused products. Note that VIP Points and reward coupons are non-refundable; refer to VIP Points FAQs for full details around our VIP Points Perk.
For more details and instructions on MONAT's 30–Day Money-Back Guarantee, refer to:
https://monatglobal.com/refunds-returns-shipping-and-cancellation-policy/

**Q: HOW CAN A VIP CUSTOMER UPGRADE TO MONAT MARKET PARTNER?**

A: A VIP Customer may upgrade to Market Partner at any time within their VIP Customer Account by selecting the "Upgrade" tab or by contacting their sponsoring Market Partner. In doing so, the VIP will forfeit any VIP Points or rewards earned through MONAT VIP Perks™.

**FOR MARKET PARTNERS ONLY:**

**Q: HOW CAN ONE OF MY CUSTOMERS OR CONTACTS BECOME A VIP CUSTOMER AND RECEIVE VIP PERKS™?**

A: Here are three ways:

- Visit *monatglobal.com* > *VIP* > *Become a VIP* and provide the required information, including your account ID number in the Sponsor field.
- Share your MyMONAT site URL so they can complete the process by themselves.
- Build and share a shopping cart with your prospective VIP Customer.

**Q: WHERE CAN I FIND MORE DETAILS ON VIP POINTS?**

A: Refer to our VIP Points FAQ in your Resource Library for more details on VIP Points including VIP Point redemption, impact to your Volume, and more.