

FREE Hot Tool + Hot Savings on 3 Products

FAQ for Market Partners & VIPs in the USA

*FAQ are subject to change

Q: WHEN DOES THIS FLASH SALE OCCUR?

A: Begins Friday, July 9 at 9:00 a.m. EDT and ends Sunday, July 11 at 11:59 p.m. EDT.

Q: WHO IS ELIGIBLE FOR THIS FLASH SALE?

A: All Market Partners and VIP Customers in the USA may participate in this offer.

Q: WHAT IS THIS FLASH SALE IN DETAIL?

A: Market Partners: Choose any 3 products from our select menu for only \$35 USD when you spend \$52 USD. Plus, choose your FREE hot tool as our summer styling gift.

VIPs: Choose any 3 products from our select menu for only \$35 USD when you spend \$64 USD. Plus, choose your FREE hot tool as our summer styling gift.

Q: WHICH PRODUCTS ARE INCLUDED IN THE SALE?

A: Choose any 3 products from our select menu:

Step 1: Prep

Intense Repair Treatment
REJUVABEADS®
Restore™ Leave-In Conditioner
Unknot Detangler
Color Locking + Protective Spray

Step 2: Style

MONAT STUDIO ONE™ Frizz-Fix Smoothing Hair Primer
MONAT STUDIO ONE™ Air Dry Cream
MONAT STUDIO ONE™ Blow Out Cream
MONAT STUDIO ONE™ Curl Defining Cream
MONAT STUDIO ONE™ Thermal Protect Styling Shield
MONAT STUDIO ONE™ The Moxie™ Magnifying Mousse
MONAT STUDIO ONE™ Volume & Lift Spray
Reshape Root Lifter

Step 3: Finish

MONAT STUDIO ONE™ The Champ™ Conditioning Dry Shampoo
MONAT STUDIO ONE™ Heat Protectant Spray

Q: WHAT HOT TOOLS MAY I ADD TO MY ORDER?

A: You may add one MONAT Wonder Waves Deep Waver or one Travel Perfect Blow Dryer to your order for FREE.

Q: ARE THERE ANY EXCLUSIONS TO THIS FLASH SALE?

A: Yes. Product Packs, samples, and marketing materials are excluded.

Q: CAN PROMO CODES BE COMBINED WITH THIS FLASH SALE?

A: No. Promo codes cannot be combined with this offer.

Q: DOES THIS FLASH SALE INCLUDE FREE SHIPPING?

A: Yes. Free shipping is included with this sale.

Q: CAN THIS FLASH SALE BE COMBINED WITH OTHER OFFERS?

A: No. This Flash Sale cannot be combined with other offers.

Q: WILL THIS OFFER COUNT TOWARD PURCHASE +™?

A: Regularly priced products, three discounted products and selected hot tool will count toward Purchase +™ thresholds. Regularly priced products will receive Purchase +™ discount once thresholds are met. Three discounted products and selected hot tool will NOT receive Purchase +™ discount.

Q: WILL THE VIP CUSTOMER ENROLLMENT FEE COUNT TOWARD THE PURCHASE +™ THRESHOLD?

A: No. The enrollment fee does not count toward the Purchase +™ threshold.

Q: DOES THIS FLASH SALE COUNT AS A VIP ENROLLMENT?

A: Yes. Orders will count as VIP Enrollment. The enrollment fee of \$19.99 USD must be paid for the enrollment to be valid. Enrolling VIP Customers must also create a future qualifying Flexship Order of \$84 USD or more. Plus, as an enrolling VIP Customer, they will also receive a free Only For You product.

Q: WILL NEW VIPS WHO ENROLL IN THIS FLASH SALE COUNT TOWARD MY SMART START BONUSES?

A: Yes. The new VIP will count toward a Market Partner's Block Bonus and MONATborhood Bonus as long as (a) the Market Partner is still in their SMART Start period (enrollment month + the following two calendar months) and (b) the enrolling VIP sets up their future qualifying Flexship Order of \$84 USD or more. The new VIP will also count toward the Market Partner's VIP Acquisition Bonus, for which they are eligible during and after their SMART Start Period.

Q: HOW CAN VIPS PLACE AN ORDER?

A: Log in to your VIP Suite. Go to "Shop" and select at least \$64 USD in product. Three blocks will appear at the top of the shop. Click one of the blocks or go to the "Promotions" category and select 3 products for \$35 USD. A pop-up window will appear with two free gifts. Select one free gift to complete your order. You may also add more products before completing your order.

If you're enrolling as a new VIP Customer, the \$19.99 USD enrollment fee will be automatically placed in your cart. Go to "Shop" and then select at least \$64 USD in product. Three blocks will appear at the top of the shop. . Click one of the blocks or go to the "Promotions" category and select 3 products for \$35 USD. A pop-up window will appear with two free gifts. Select one free gift to complete your order. You may also add more products before completing your order.

Q: DOES THE FLASH SALE APPLY TO MONAT FLEXSHIP?

A: No. This Flash Sale is not eligible for Flexship Orders.

Q: WHAT IF I DID NOT RECEIVE THE EMAIL ABOUT THIS PROMOTION?

A: If that happens, you can reach our Customer Care team via phone at 1-888-867-9987 (USA) 1-855-450-0055 (Puerto Rico) or via email CustomerCareUSA@monatglobal.com (Español: CustomerCareUSA_ESP@monatglobal.com) to make sure your contact information is correct and updated. Unfortunately, we cannot offer you this Flash Sale after the sale is over, but we want to make sure you receive all new offers in the future.

Q: WHAT IF I HAVE CHALLENGES SUBMITTING MY ORDER ONLINE?

A: If you should receive an error message OR cannot process your order online, please follow the required steps below:

- Email our Customer Care team at any time at PromoUSA@monatglobal.com (English) or PromoUSA_ESP@monatglobal.com (Spanish).
- This inbox will only be available for use during promotions and Flash Sale dates. When utilizing the email option, the following information is required in the body of the email:
 - Specify which promotion or sale you are attempting to purchase.
 - Provide authorization to utilize the credit card on file. If you desire to use a different credit card, please specify and an agent will contact you within 24 to 72 hours. **For your security, please do not include credit card information in this email.**
- Provide a brief description of the issue/error received when processing your online order and please

include screen shots if available.

- You may also contact our Customer Care department via phone at 1-888-867-9987 (USA) 1-855-450-0055 (Puerto Rico) and a representative will assist you in processing your order.

Customer Care is open Monday through Friday, 8 a.m. EDT to 11 p.m. EDT and Saturday and Sunday from 8 a.m. EDT to 5 p.m. EDT.

Q: HOW CAN I PLACE AN ORDER?

A: Log in to your Back Office. Go to **“Shop”** and select at least \$52 USD in product. Three blocks will appear at the top of the shop. Click one of the blocks or go to the **“Promotions”** category and select 3 products for \$35 USD. A pop-up window will appear with two free gifts. Select one free gift to complete your order. You may also add more products before completing your order.

If you're enrolling as a new Market Partner, first select your Product Pack. Go to **“Shop”** and then select at least \$64 USD in product. Three blocks will appear at the top of the shop. Click one of the blocks or go to the **“Promotions”** category and select 3 products for \$35 USD. A pop-up window will appear with two free gifts. Select one free gift to complete your order. You may also add more products before completing your order.

Q: WHAT ARE THE PV AND CV FOR THIS OFFER?

A: Regularly priced products will have their regular PV and CV. Three selected discounted products will have a PV of 21 and no CV. Selected free hot tool will have no PV and no CV.