

MP ENROLMENT OFFER

COUPONS FOR NEW MARKET PARTNERS

1ST-15TH MARCH 2025

FAQ FOR MARKET PARTNERS IN THE UK & IRELAND

**FAQ are subject to change*

1st March 2025

Q: WHEN DOES THIS OFFER OCCUR?

A: Begins Saturday, 1st March 2025 at 9:00 a.m. GMT and ends Sunday, 16th March 2025 at 4:59 a.m. GMT.

Q: WHO IS ELIGIBLE FOR THIS OFFER?

A: All newly enrolling Market Partners in the USA, Canada, UK, Ireland, Poland, Spain, Lithuania, France, Australia, and New Zealand may participate in this offer.

Q: WHAT IS THIS OFFER IN DETAIL?

A: Newly enrolling Market Partners who enrol with ANY Product Pack from 1st-15th March 2025 will receive a £110/€130/550 zł Coupon.

Please note: To receive the email with the coupon codes, Market Partners must be opted into Marketing emails. Market Partners can opt in at any time through their account settings in their Back Office.

Q: IF I ENROL WITH A STARTER KIT AND LATER ADD A PRODUCT PACK BETWEEN 1st-15th MARCH 2025, WILL I RECEIVE A £110/€130 COUPON?

A: Yes.

Q: IF I ENROL AS A VIP AND UPGRADE TO A MARKET PARTNER WITH A PRODUCT PACK BETWEEN 1st-15th MARCH 2025, WILL I RECEIVE A £110/€130 COUPON?

A: Yes.

Q: IF I ENROL AS A NEW MARKET PARTNER UNDER THE CANADA ZERO ENROLMENT OPTION BETWEEN 1st-15th MARCH 2025, WILL I RECEIVE A \$190 CAD COUPON?

A: For the new Market Partner to receive the \$190 CAD Coupon, the new Market Partner must achieve 200 PV by 15th March 2025 at 11:59 p.m. EST.

Q: WHEN WILL THE COUPONS BE SENT?

A: Coupons will be sent out by 15th April 2025.

Q: WHEN DOES THE COUPON EXPIRE?

A: The coupon will expire on 15th May 2025.

Q: DOES THE COUPON PROVIDE FREE SHIPPING?

A: No.

Q: CAN THE COUPON BE USED ON FLEXSHIPS?

A: Yes.

Q: WILL THE ORDER PLACED WITH THE COUPON RECEIVE PV AND CV?

A: No, PV and CV are not awarded on the discounted amount.

Q: CAN THE COUPON BE USED ON FLASH SALES OR OTHER PROMOTIONAL OFFERS?

A: No. The coupon cannot be used on flash sales, hot tools, samples or combined with any other coupons.

Q: IS THERE A MINIMUM SPEND REQUIREMENT FOR THE COUPON?

A: Yes:

£115/€136/575 zł minimum spend

Q: IS THE PRODUCT PACK RETURNABLE?

A: MONAT is confident that you'll love everything you purchase from us. We offer a 30-day money back satisfaction guarantee (excluding shipping and handling charges) to all customers and Market Partners. 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 customer or Market Partner receives their order will not be accepted. For more information click on this link: <https://monatglobal.com/refunds-returns-shipping-and-cancellation-policy/>

Q: WHAT IF MY NEW MARKET PARTNER HAS AN ISSUE PLACING AN ORDER ONLINE?

A: If your Market Partner receives an error message, OR if they cannot process their order online, have them contact Customer Care for assistance. Please note the newly enrolling Market Partner must be available to consent to the enrolment.

Q: WHAT IF I DID NOT RECEIVE THE EMAIL ABOUT THIS INCENTIVE?**UK:**

A: Please contact Customer Support on PromoUK@monatglobal.com or telephone 0800 098 8297 with your name and ID number plus details of your challenge. Customer Support is open from Monday through Friday 9:00am to 5:30pm GMT. For general Customer Support questions please email UKMONATSupport@monatglobal.com.

IRELAND:

A: Please contact Customer Support on PromoIE@monatsupport.com or telephone 1800 903 672 with your name and ID number plus details of your challenge. Customer Support is open from Monday through Friday 9:00am to 5:30pm GMT. For general Customer Support questions please email IEMONATSupport@monatglobal.com.

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Please note that all bonuses are subject to Compliance review and final closing. Any purchases or enrolments not in compliance with MONAT Policies and Procedures will be deemed ineligible. Additionally, any violation of MONAT Policies and Procedures may render a Market Partner ineligible to participate in the programme and may result in compliance action to the Market Partner's account.