

MONAT SKINCARE PETITE COLLECTION

FAQ FOR MARKET PARTNERS IN THE UK & IRELAND

**FAQ are subject to change*

11th November 2025

Q: WHEN DOES THIS OFFER OCCUR?

A: Starts: 09:00 a.m. GMT, Tuesday 11th November, ends 05:00 a.m. GMT, Sunday 30th November, while supplies last.

Q: WHO IS ELIGIBLE FOR THIS FLASH SALE?

A: All Market Partners and VIP Customers in the UK, Ireland, Poland, Spain, France, Lithuania, Belgium, Germany and Austria may participate in this offer. Offers vary by market.

Q: WHAT IS THE OFFER IN DETAIL?

A: Market Partners & VIPs: Choose 4 items to build your own the MONAT Skincare Petite Collection exclusively as part of this Flash Sale offer, while stocks last.

MONAT Skincare Petite Collection available in these markets:

UK, Ireland, Poland, Spain, France, Lithuania, Belgium, Germany and Austria.

Customise your set by selecting 4 different Travel Sizes from the list below:

Travel Size Night Haven™ Overnight Age Control Cream
Travel Size - Eye Smooth™ Nourishing Eye Cream
Travel Size Berry Refined Scrub™ (Available in UK Only)
Travel Size Make Up Vanishing Balm™ (Not available in UK)
Travel Size C. Radiance™ Illuminating Serum
Travel Size Rewind™ Age Control Nectar
Mini - Hydration Booster™ Hyaluronic Serum Plus
Mini - Barrier Booster™ Niacinamide Glow Serum

MONAT Skincare Petite Collection	MP	VIP	PV	CV
UK	£39	£48	28	15
PL	180zł	220zł	28	66
IE / SP / LT / FR / BEL / GER / AT	€42	€53	28	16

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

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

Q: ARE THERE ANY EXCLUSIONS TO THIS FLASH SALE?

A: Yes. Handling Fee Replacement Products, Gratitude Promotion, Product of the Month, Product Packs, samples and marketing materials are excluded from this sale.

Q: IS FREE SHIPPING INCLUDED IN THIS OFFER?

A: Shipping is free when MPs purchase £60 / €75 / 330 zł or more, and when VIPs purchase £72 / €90 / 400 zł or more. However, there will be a handling fee.

Q: WHAT ARE THE HANDLING FEES?

A: Handling fees vary for Market Partners and VIP and Retail customers. These are outlined below for each country.

Orders made by Market Partners:

UK	Ireland, Spain, Lithuania, France, Belgium, Germany & Austria	Poland
Orders of £55 or less: £3.95	Orders of €60 or less: €4.50	Orders of 300 zł or less: 15 zł
Orders of £55.01 or more: £5.00	Orders of €60.01 or more: €6.00	Orders of 300.01 zł or more: 20 zł

Orders made by VIP and Retail customers:

UK	Ireland, Spain, Lithuania, France, Belgium, Germany & Austria	Poland
Orders of £55 or less: £2.65	Orders of €60 or less: €3.00	Orders of 300 zł or less: 10 zł
Orders of £55.01 or more: £3.95	Orders of €60.01 or more: €4.50	Orders of 300.01 zł or more: 15 zł

However, for UK, Poland, Spain and Lithuania, you can purchase our Handling Fee Replacement Product at a special price instead of paying the handling fee! Please see November's Toolbox Category in the Resource Library for this month's product.

Q: CAN THIS OFFER BE COMBINED WITH OTHER OFFERS?

A: Yes. These Gifts can count towards the spend threshold of a Flash Sale offer.

Q: WILL THIS OFFER COUNT TOWARD MONAT PURCHASE +™?

A: Yes. Any regularly priced products included in your order and your Gift Sets will count towards MONAT Purchase+™ thresholds. Your regularly priced products will receive the discount once thresholds are met, but your MONAT Skincare Petite Collection will not receive the discount.

Q: WHAT ARE THE MONAT PURCHASE +™ THRESHOLDS TO EARN ADDITIONAL DISCOUNTS?

A:

MONAT Purchase +™ Discounts	MP Price Threshold (30% off retail price)	VIP Price Threshold (15% off retail price)
15%	£70/€88/388 zł	£85/€106/471 zł
20%	£95/€116/504 zł	£115/€140/612 zł
25%	£158/€193/840 zł	£191/€234/1 020 zł

Q: HOW CAN I EARN MONAT PURCHASE +™ DISCOUNTS WITH THIS OFFER?

A: You will need to add enough to your cart to reach MONAT Purchase +™ thresholds, making your order even better value. By simply adding more products to your cart, you can increase the Purchase +™ discount you will receive, the more you purchase, the more you save!

Q: DOES THIS OFFER COUNT TOWARD A VIP ENROLMENT?

A: Yes. Order counts as VIP enrolment. Enrolling VIP Customers must create a future Flexship Order of £60/€75/330 zł or more.

Q: WILL THIS OFFER QUALIFY FOR VIP POINTS?

A: Yes. Points will appear 48–72 hours after your order has been placed.

Q: WHO IS ELIGIBLE TO RECEIVE VIP POINTS?

A: VIP Customers who are opted into VIP Points may receive points and rewards. To opt in, please log into your VIP account and click on 'VIP Points' in the navigation bar or 'Join VIP Points'.

Q: IF A VIP CUSTOMER RETURNS OR CANCELS AN ORDER, WHAT HAPPENS TO THEIR VIP POINTS/ REWARDS?

A: If a VIP Customer returns or cancels their order, MONAT will withdraw the earned VIP Points on that order. Any reward that is redeemed on an order being returned is non-refundable.

Q: HOW CAN VIPS PLACE AN ORDER?

A: Login to your VIP Suite. Go to "Shop" and select "Holiday Gifts" category. Choose your Holiday Gifts and add them to your shopping cart. Click "Add to Cart" to complete your order. Or you can choose to click on the new "Special Offers" page in the "Shop" right from the main navigation menu.

Q: DOES THE OFFER APPLY TO MONAT FLEXSHIP?

A: No. This offer is not eligible for Flexship orders.

Market Partners:**Q: HOW CAN I PLACE AN ORDER?**

A: Login to your Back Office. Go to "Shop" and select "Holiday Gifts" category. Choose your Holiday Gifts and add them to your shopping cart. Click "Add to Cart" to complete your order. Or you can choose to click on the new "Special Offers" page in the "Shop" right from the main navigation menu.

If you're enrolling as a new Market Partner, first select your Starter Kit or Product Pack. Go to "Shop" and select "Holiday Gifts" category. Choose your Holiday Gifts and add them to your shopping cart. Click "Add to Cart" to complete your order.

UK:**Q: WHAT IF I DIDN'T GET THE EMAIL OR HAVE CHALLENGES WHEN SUBMITTING MY ORDER ONLINE?**

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 BST. For general Customer Support questions please email UKMONATSupport@monatglobal.com.

IRELAND:**Q: WHAT IF I DIDN'T GET THE EMAIL OR HAVE CHALLENGES WHEN SUBMITTING MY ORDER ONLINE?**

A: Please contact Customer Support on PromoIE@monatglobal.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 BST. For general Customer Support questions please email IEMONATSupport@monatglobal.com.