

# PRODUCT PACK OFFER

## FAQ FOR MARKET PARTNERS IN THE UNITED KINGDOM AND IRELAND

*\*FAQs are subject to change\**

*9<sup>th</sup> January 2026*

**Q: WHEN DOES THIS OFFER OCCUR?**

A: This offer begins on Friday 9<sup>th</sup> January at 09:00 a.m. GMT and ends on Monday 12<sup>th</sup> January at 04:59 a.m. GMT.

**Q: WHO IS ELIGIBLE FOR THE PRODUCT PACK OFFER?**

A: All newly enrolling Market Partners and existing Market Partners in the UK, Ireland, Poland, Lithuania, Spain, France and Belgium within their first 30 days who have not previously purchased a Product Pack may participate in this offer.

**Q: WHAT IS THE PRODUCT PACK OFFER IN DETAIL?**

A: All newly enrolling Market Partners and existing Market Partners within their first 30 days who have not previously purchased a Product Pack may purchase the Success Product Pack or Custom Combo Product Pack at a special discounted price. These Product Packs will be £40/€45/210zl off! You'll also receive full-price PV!

\*Discount will be seen at checkout.

**Sponsors:** Collect your regular Product Pack Bonus, as outlined in the Compensation Plan, on every Product Pack purchased and receive full-price GV!

**Q: WHAT ARE THE PV AND CV FOR THIS PROMOTION?**

A: For the enrolling Market Partner – regular PV will be given with the purchase of the product pack. There is not any CV associated with Product Packs.

**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.

**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 0800 098 8297 or via email [ukmonatsupport@monatglobal.com](mailto:ukmonatsupport@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 [ukmonatsupport@monatglobal.com](mailto:ukmonatsupport@monatglobal.com).
- When utilising 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 authorisation to utilise 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 0800 098 8297 and a representative will assist you in processing your order.