

SCALP RITUAL PACK FOR NEW MPs

FAQ FOR MARKET PARTNERS IN THE UK & IRELAND

**FAQ are subject to change*

16th September 2025

Q: WHEN DOES THIS OFFER OCCUR?

A: Begins Monday, 1st September at 2:00 p.m. BST and ends Tuesday, 30th September at 04:59 p.m. BST.

Q: WHO IS ELIGIBLE FOR THIS OFFER?

A: All newly enrolling Market Partners in the USA, Canada, UK, Ireland, Poland, Spain, Lithuania, France, Belgium*, Australia, and New Zealand.

**Products may differ per market

Q: WHAT IS THIS OFFER IN DETAIL?

A: Newly enrolling Market Partners: Enrol with any Product Pack and you will receive a FREE **Scalp Ritual Pack** with the following products: (Retail Value: £167/€196/846zl)

- Scalp Comfort™ Rebalancing Scalp Treatment
- Scalp Comfort™ Rebalancing Serum
- Scalp Purifying Scrub

Q: IF I ENROL WITH A STARTER KIT AND LATER ADD A PRODUCT PACK BETWEEN 1st – 30th SEPTEMBER, 2025, WILL I RECEIVE A FREE SCALP RITUAL PACK?

A: Yes.

Q: IF I ENROL AS A VIP AND UPGRADE TO A MARKET PARTNER WITH A PRODUCT PACK BETWEEN 1st – 30th SEPTEMBER 2025, WILL I RECEIVE A FREE SCALP RITUAL PACK?

A: Yes.

Q: DOES THIS OFFER INCLUDE FREE SHIPPING?

A: No. Regular shipping rates apply.

- Newly enrolling Market Partners will receive their FREE Scalp Ritual Pack in the same shipment as their Product Pack.
- Newly enrolling Market Partners who enrol under the Canada Zero Enrolment Option and achieve 200 PV by 30th September, 2025, will receive their FREE Scalp Ritual Pack with their next order placed between 18th October – 30th November, 2025.

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 I DIDN'T GET 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

Please note: To receive the emails about this offer, Market Partners must be opted into Marketing emails. Market Partners can opt in at any time through their account settings.

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.