

BOOST YOUR GLOW UP

FAQ FOR MARKET PARTNERS IN THE UK & IRELAND

**FAQ are subject to change*

12th September 2025

Q: WHEN DOES THIS OFFER OCCUR?

A: Starts: 9: 00 a.m. BST, Friday 12th September | Ends: 05:00 a.m. BST, Tuesday 16th September or while supplies last.

Q: WHO IS ELIGIBLE FOR THIS FLASH SALE?

A: All Market Partners and VIP Customers in the UK, Ireland, Poland, Spain and Lithuania may participate in this offer.

Q: WHAT IS THE OFFER IN DETAIL?

A: Market Partners in UK: Choose 2 FREE full size products from the menu when you purchase REJUVENIQUE® or REJUVENIQUE light by MONAT™! Plus, add an extra product for just £18 and receive a FREE Thermal Blow Out Brush!

VIPs in UK: Choose 2 FREE full size products from the menu when you purchase REJUVENIQUE® or REJUVENIQUE light by MONAT™! Plus, add an extra product for just £22 and receive a FREE Thermal Blow Out Brush!

Market Partners in IE, PL, SP and LT: Choose 2 FREE full size products from the menu when you purchase REJUVENIQUE®! Plus, add an extra product for just £18 / €18 / 75 zł and receive a FREE Damage Repair Treatment!

VIPs in IE, PL, SP and LT: Choose 2 FREE full size products from the menu when you purchase REJUVENIQUE®! Plus, add an extra product for just £22 / €22 / 91 zł and receive a FREE Damage Repair Treatment!

Q: WHICH PRODUCTS CAN I CHOOSE FROM?

A: Purchase any 1 from the list below.

REJUVENIQUE®

REJUVENIQUE light by MONAT™ (UK ONLY)

While supplies last. Threshold products have PV 104 / CV (UK) 38 / (PL) 183 / (IE/ES/LT) 45.

Q: WHICH FREE PRODUCTS CAN I CHOOSE?

Choose any 2 from the list below.

All markets

Renew™ Shampoo

Renew™ Conditioner

Violet Lights™ Anti-Brass Shampoo

Advanced Hydrating Shampoo

Advanced Hydrating Conditioner

Volumizing Revive™ Shampoo

Volumizing Revitalize™ Conditioner

IR Clinical™ Thickening Shampoo

IR Clinical™ Thickening Conditioner

Black™ Shampoo + Conditioner

Purifying Vinegar Shampoo

Damage Repair Bond Support Shampoo

Damage Repair Bond-Fortifying Leave-in Crème

Smoothing Anti-Frizz™ Shampoo

Smoothing Anti-Frizz™ Deep Conditioner

While supplies last. Only 2 free products can be chosen per qualifying REJUVENIQE® purchase. Only 1 of each free products allowed.

Q: WHICH OPTIONAL ADDITIONAL PRODUCT CAN I CHOOSE?

A: Choose from the list below:

Damage Repair Bond-Building Treatment (*UK Only*)
Damage Repair Bond Support Masque
Smoothing Anti-Frizz™ Deep Intensive Treatment
REJUVABEADS®
MONAT STUDIO ONE™ Heat Protectant Spray
Unknot Detangler

While supplies last. Add-on products have PV 18, CV 0.

Q: WHICH FREE PRODUCT WILL I RECEIVE?

A: With the purchase of 1 additional product, you will receive:

UK: Thermal Blow Out Brush
IE/PL/ES/LT: Damage Repair Treatment

While supplies last. 1 Free product per threshold spend when at least 1 optional product is purchased.

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. Gratitude Promotion, Marketing Materials, Product Packs, Samples and Promo Codes are excluded from this sale.

Q: IS FREE SHIPPING INCLUDED IN THIS OFFER?

A: Yes. Free shipping is included with this sale. 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	Poland	Spain	Lithuania
Orders of £55 or less: £3.95	Orders of €60 or less: €4.50	Orders of 300 zł or less: 15 zł	Orders of €60 or less: €4.50	Orders of €60 or less: €4.50
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 of €60.01 or more: €6.00	Orders of €60.01 or more: €6.00

Orders made by VIP and Retail customers:

UK	Ireland	Poland	Spain	Lithuania
Orders of £55 or less: £2.65	Orders of €60 or less: €3.00	Orders of 300 zł or less: 10 zł	Orders of €60 or less: €3.00	Orders of €60 or less: €3.00
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	Orders of €60.01 or more: €4.50	Orders of €60.01 or more: €4.50

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 September's Toolbox FAQ Category in the Resource Library for this month's product.

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

A: Yes. Any regularly priced products, your qualifying REJUVENIQUE® purchase and optional product will count towards MONAT Purchase+™ thresholds. Any regularly priced products and your qualifying REJUVENIQUE® will receive the discount once thresholds are met, but your optional product 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: Once you add your qualifying REJUVENIQUE® and optional product to your cart, you 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 FLASH SALE COUNT AS A VIP ENROLMENT?

A: Yes. Order counts as VIP enrolment. Enrolling VIP Customers must create a future Subscription 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 “Special Offers” page, select a REJUVENIQUE® and add it to your shopping cart. Return to the “Special Offers” page and under the FREE Products section, select your 2 FREE products. Return to the “Special Offers” page and under the Optional Product section, select your optional product. 1 FREE gift will automatically be added to your order and will be visible on the checkout page when you add an optional product. Click “Add to Cart” to complete your order.

Q: DOES THE OFFER APPLY TO FLEXSHIP?

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

Market Partners:

Q: HOW CAN I PLACE AN ORDER?

A: Login to your Back Office. Go to “Shop” and “Special Offers” page, select a REJUVENIQUE® and add it to your shopping cart. Return to the “Special Offers” page and under the FREE Products section, select your 2 FREE products. Return to the “Special Offers” page and under the Optional Product section, select your optional product. 1 FREE gift will automatically be added to your order and will be visible on the checkout page when you add an optional product. Click “Add to Cart” to complete your order.

If you’re enrolling as a new Market Partner, first select your Starter Kit or Product Pack. Go to “Shop” and “Special Offers” page, select a REJUVENIQUE® and add it to your shopping cart. Return to the “Special Offers” page and under the FREE Products section, select your 2 FREE products. Return to the “Special Offers” page and under the Optional Product section, select your optional product. 1 FREE gift will automatically be added to your order and will be visible on the checkout page when you add an optional product. 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.