

STARTER KIT OFFER

FAQ FOR MARKET PARTNERS IN THE UNITED KINGDOM

FAQs are subject to change

16th May 2026

Q: WHEN DOES THIS OFFER OCCUR?

A: This offer begins on Saturday 16th May at 09:00 a.m. BST and ends on Monday 1st June at 04:59 a.m. BST.

Q: WHO IS ELIGIBLE FOR THE STARTER KIT OFFER?

A: All newly enrolling Market Partners in the UK, Ireland, Poland, Lithuania, Spain, France and Belgium may participate in this offer.

Q: WHAT IS THE STARTER KIT OFFER IN DETAIL?

A: For a limited time, new MONAT Market Partners in participating European markets can enrol with a reduced-price Starter Kit instead of a full price Starter Kit or a standard Product Pack. The promotional Starter Kit is priced at £44/€49. A new Market Partner can also enrol with a Product Pack and qualify for the MONAT Business Launch Credit — £110/€130 in credit when they spend £115/€135.

The Starter Kit includes 0 PV and 0 CV, however new MPs can still shop, enrol VIP Customers and Market Partners and work toward becoming active through qualifying activity. MPs who join with the Starter Kit may also upgrade to a Product Pack within the standard upgrade timeframe. Regular shipping fees apply.

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

A: There will be no PV and CV on the discounted Starter Kit.

Q: HOW DOES THE UPGRADE PROCESS WORK IF A NEW MP WANTS TO UPGRADE FROM A REDUCED-PRICE STARTER KIT TO A PRODUCT PACK?

A: If a new MP chooses to upgrade from a reduced-price Starter Kit to a Product Pack, they will need to contact Customer Service to process the upgrade. The MP will keep their original Starter Kit and will pay the reduced “Offer Upgrade” price for the selected Product Pack, their choice of Product Pack will be sent to them without a second Starter Kit. They will also be eligible to receive the Business Launch Credit - £110/€130.

Q: CAN A MARKET PARTNER WHO ENROLS WITH A STARTER KIT COUNT TOWARD POWER OF 2?

A: Yes. A Market Partner who enrolls with a Starter Kit can count toward their sponsor's Power of 2 qualification requirements during the month they enrol, provided they achieve 200 PV within the applicable qualification period.

- **Mid-Month Qualification:** 200 PV achieved by the 15th of the month
- **Full-Month Qualification:** 200 PV achieved by the last day of the month

Q: WHAT ARE THE SHIPPING COSTS FOR THIS OFFER?

A: A flat shipping fee of £5.95 / €6.50 applies to all orders.

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 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.

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.