

No Handling Fee – Invest In Your Skin Instead!

FAQ for Market Partners in the UK

**FAQ are subject to change*

25th April 2024

Q: WHEN DOES THIS OFFER OCCUR?

A: Starts 9am BST Thursday 25th April | ends 4:59am BST, Wednesday 1st May or whilst supplies last.

Q: WHO IS ELIGIBLE FOR THIS OFFER?

A: All Market Partners and VIP Customers in the UK may participate in this offer.

Q: WHAT IS THE OFFER IN DETAIL?

A: Market Partners & VIPs: Purchase a regular order or Flash Sale order and instead of paying a Handling Fee, choose to add Travel Size Night Haven™ Overnight Age Control Cream for £8.

Q: WHICH PRODUCT CAN I CHOOSE?

A: Choose Travel Size Night Haven™ Overnight Age Control Cream, While stocks last. Handling Fee Replacement Product is limited to one per order. The product has no PV or CV value.

Q: ARE THERE ANY EXCLUSIONS TO THIS OFFER?

A: Yes. Flexship orders are excluded from this offer.

Q: WHAT IS A HANDLING FEE?

A: A handling fee is an amount charged to a customer on top of the order subtotal and shipping fees (if applicable). It covers the cost of expenses related to fulfillment, such as warehouse storage cost, shipment cost, and packing cost. Handling fees are charged once per order but not to each individual product in an order.

Q: WHAT ARE THE CURRENT HANDLING FEES?

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

Orders made by Market Partners:

UK
Orders of £55 or less: £3.95
Orders of £55.01 or more: £5.00

Orders made by VIP and Retail customers:

UK
Orders of £55 or less: £2.65
Orders of £55.01 or more: £3.95

Q: IS FREE SHIPPING INCLUDED IN THIS OFFER?

A: This depends on whether your order is part of a Flash Sale where free shipping is included, or if it is a regular order where shipping fees apply.

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

A: Your handling fee replacement product purchase does NOT count towards MONAT Purchase+™ thresholds and will NOT receive the MONAT Purchase+™ discount once thresholds are met.

Q: HOW CAN VIPS PLACE AN ORDER?

A: Login to your VIP Suite. Go to “Shop” and add your regular products or Flash Sale offer products to your shopping cart. Click ‘Checkout’ to complete your order. A pop-up window will appear allowing you to purchase Travel Size Night Haven™ Overnight Age Control Cream.

Please note - The appropriate Handling Fee charge for your order total will appear in your basket, followed by ‘Handling Fee Discount’ with the same amount removed from your order total.

Market Partners:

Q: HOW CAN I PLACE AN ORDER?

A: Login to your Back Office. Go to “Shop” and add your regular products or Flash Sale offer products to your shopping cart. Click ‘Checkout’ to complete your order. A pop-up window will appear allowing you to purchase Travel Size Night Haven™ Overnight Age Control Cream.

Please note - The appropriate Handling Fee charge for your order total will appear in your basket, followed by ‘Handling Fee Discount’ with the same amount removed from your order total.

Q: DOES THE OFFER APPLY TO MONAT FLEXSHIP?

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

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