

VIP Customer Programme

FAQs for MPs & VIPs in the UK and Ireland

FAQs are subject to change

VIP CUSTOMER TERMS

Your VIP Customer participation and payment authorisation will remain in effect until you elect to alter, change, or cancel any aspect of the VIP Customer Agreement by contacting Customer Support at UK: UKMONATSupport@monatglobal.com
IE: IEMONATSupport@monatglobal.com

The MONAT VIP Customer Programme offers MONAT customers an elevated shopping experience with a variety of exclusive perks including access to our Flexship programme! Enrol as a VIP Customer to take advantage of our amazing perks is easy. Simply pay a one-time £18/€22 enrollment fee and you'll receive:

VIP Perks:

- 15% DISCOUNT on all MONAT products
- Free shipping on qualified Flexship orders of £60/€75 or more
- Free "Only For You" products
- Flexibility to choose different products in every order
- Additional savings with the MONAT Purchase+™ Discount
- Access to Flash Sales, special offers, and promotions
- Easy online ordering
- Birthday Coupon
- Option to upgrade to MONAT Market Partner

Q: WHAT IS A QUALIFIED FLEXSHIP ORDER?

A: A qualified Flexship order is £60/€75 or more with VIP pricing.

Q: HOW DO I BECOME A VIP CUSTOMER?

A: To become a MONAT VIP Customer, each enrollee must:

- (a) Pay the £18/€22 enrollment fee;
- (b) Create one enrollment order and one additional Flexship order of £60/€75 or more;

A VIP Customer can still qualify for a 15% discount without meeting the Flexship threshold of £60/€75, however free shipping will not be applied.

Q: WHAT IS THE MONAT FLEXSHIP PROGRAMME?

A: As a MONAT VIP, you have exclusive access to Flexship, a customisable, recurring delivery of your favourite products that allows you to select the dates and frequency to suit your needs. You may opt in and out of Flexship at any time from your account page. Each qualifying Flexship order of £60/€75 or more includes:

- 15% off all MONAT products
- Free shipping
- Free travel size Only For You products

Enjoy the flexibility of choosing different products in each Flexship order (exclusions apply). Plus, you can push your Flexship orders out from 1 to 60 days! As a MONAT VIP Customer, you can customise and schedule Flexship orders online at anytime.

Q: IF I ALREADY PUSHED MY ORDER OUT 60 DAYS, CAN I RESCHEDULE AGAIN?

A: Yes. However, you can only reschedule in 60-day increments.

Q: WHAT IS AN ONLY FOR YOU PRODUCT?

A: Only For You products are free travel size products (valued at £20/€25 retail price) that only VIP Customers and Market Partners on Flexship receive in every qualified Flexship order (£60/€75 or more) including the enrolment order. Only For You products change each month and are not available for purchase.

Q: WHAT IS AN ACTIVE VIP CUSTOMER?

A: An active VIP Customer is one who has a scheduled Flexship, regardless of when that Flexship is scheduled to process and ship. Remaining active in the VIP Programme entitles a VIP Customer to receive the benefits listed above.

Q: HOW DOES THE 30-DAY MONEY-BACK GUARANTEE APPLY TO THE VIP CUSTOMER PROGRAMME?

A: MONAT offers a 30-Day money back satisfaction guarantee (minus shipping and handling charges) to all VIP Customers.

If you are not satisfied with any MONAT product you purchase, for any reason, you may return the unused portion of the product to MONAT within 30 days for a full refund of the purchase price (minus shipping and handling charges). After 30 days, MONAT offers a 90% refund of the purchase price (minus shipping charges) on the return of all unopened and unused products.

Q: WHAT HAPPENS IF A VIP CUSTOMER WANTS TO BECOME A MARKET PARTNER?

A: You can upgrade to a Market Partner at any time in the VIP Customer Back Office, or by contacting your sponsoring Market Partner or Customer Care Team at UK: UKMONATSupport@monatglobal.com or IE: EMONATSupport@monatglobal.com You may apply the £18/€22 VIP enrolment fee toward the Market Partner starter kit and cancel any further VIP Flexship orders.

Q: WHEN CAN A VIP CUSTOMER CANCEL THEIR AGREEMENT?

A: If you enrolled prior to 1st March 2022, as a VIP Customer, you have the option of cancelling your account free of charge in the following circumstances:

- Within 30 days of receiving your first order, provided you return the products received in the initial order. You must contact the Customer Care team before the second order has shipped.
- Once you have completed three or more qualified Flexship orders—a qualified Flexship order is £60/€75 or more. If you have completed three or more Flexship orders, you will not have to pay a cancellation fee. You can upgrade to a Market Partner at any time in the VIP Customer Back Office, or by contacting your sponsoring Market Partner or Customer Care Team at UK: UKMONATSupport@monatglobal.com or IE: EMONATSupport@monatglobal.com
- You may apply the £18/€22 VIP Customer enrolment fee toward the Market Partner starter kit and cancel any further VIP Flexship orders.

If you enrolled after 1st March 2022, the cancellation fees do not apply.

Q: WHAT IS THE COST TO CANCEL THE VIP CUSTOMER AGREEMENT OUTSIDE OF THE ABOVE TERMS?

A: If you enrolled prior to 1st March 2022: By joining the VIP Customer Programme, you have agreed to purchase two qualifying Flexship orders of £60/€75 or more after your enrolment order. Since you are receiving VIP Perks when you sign up, there is a cancellation fee if you fail to purchase those qualifying Flexship orders.

If a VIP Customer cancels after their enrolment order the cancellation fee is £19/€22.

If a VIP cancels after purchasing two Flexship orders (Enrolment order + 1 Flexship order), the cancellation fee is £15/€18 The VIP Customer enrolment fee of £18/€22 is non-refundable.

If you enrolled after 1st March 2022, the cancellation fees do not apply.