

VIP Customer Program

FAQs for MPs & VIPs in the U.S.A

FAQs are subject to change

VIP CUSTOMER TERMS

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

The MONAT VIP Customer Program offers MONAT customers an elevated shopping experience with a variety of exclusive perks including access to our Flexship program! Enroll as a VIP Customer to take advantage of our amazing perks is easy. Simply pay a one-time USD 19.99 enrollment fee and you'll receive:

VIP Perks:

- 15% DISCOUNT on all MONAT products
- Free shipping on qualified Flexship orders of USD 84 or more
- VIP Points access
- 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 USD 84 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 USD 19.99 enrollment fee;
- (b) Create one enrollment order and one additional Flexship order of USD 84 or more; and
- (c) Reside in the United States, a U.S.A. Territory, or any country that MONAT has officially announced is open for business.

A VIP Customer can still qualify for a 15% discount without meeting the Flexship threshold of USD 84, however free shipping will not be applied.

Q: WHAT IS THE MONAT FLEXSHIP PROGRAM?

A: As a MONAT VIP, you have exclusive access to Flexship, a customizable, recurring delivery of your favorite 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 USD 84 or more includes:

- 15% off all MONAT products
- Free shipping on qualifying Flexship orders of USD 84 or more
- Free travel size Only For You products
- Bonus VIP Points

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 customize 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 USD 25 retail price) that only VIP Customers and Market Partners on Flexship receive in every qualified Flexship order (USD 84 or more) including the enrollment order. Only For You products change each month and are not available for purchase.

Q: WHAT IS VIP POINTS?

A: VIP Points is a rewards program in which all VIP Customers who are enrolled in the VIP Customer Program can participate. For more information regarding VIP Points, please visit www.monatglobal.com/vippoints.

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 Program entitles a VIP Customer to receive the benefits listed above.

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

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 CustomerCare_USA@monatglobal.com. You may apply the USD 19.99 VIP enrollment 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 March 1, 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 USD 84 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 CustomerCare_USA@monatglobal.com. You may apply the USD 19.99 VIP Customer enrollment fee toward the Market Partner starter kit and cancel any further VIP Flexship orders.

If you enrolled after March 1, 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 March 1, 2022: By joining the VIP Customer Program, you have agreed to purchase two qualifying Flexship orders of USD 84 or more after your enrollment 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 enrollment order the cancellation fee is USD 25. If a VIP cancels after purchasing two Flexship orders (Enrollment order + 1 Flexship order), the cancellation fee is USD 19.99. The VIP Customer enrollment fee of USD 19.99 is non-refundable.

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