

# VIP CUSTOMER PROGRAMME FAQs

FAQs for VIPs in Australia

## 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 [AUMonatSupport@monatglobal.com](mailto:AUMonatSupport@monatglobal.com)**

The MONAT VIP Customer Programme offers MONAT customers an elevated shopping experience with a variety of exclusive perks! Enrolling as a VIP Customer to take advantage of our amazing perks is simple and easy. Simply pay a one-time \$29.95 enrolment fee and commit to three automated Flexship orders (1 Enrolment order + 2 Flexship orders) and you'll receive:

### FEATURES:

- 15% DISCOUNT on all MONAT products
- FREE shipping on qualified Flexship orders of \$130 or more
- FREE Only For You LIMITED EDITION monthly products in qualifying Flexship orders
- FLEXIBILITY to choose different products in every order
- Additional savings with the Purchase+ Discount
- Access to Flash Sales, special offers, and promotions
- Easy online ordering
- Birthday promotional gift
- Option to upgrade to MONAT Market Partner

### Q: WHAT IS A QUALIFIED FLEXSHIP ORDER?

A: A qualified Flexship order is \$130 or more VIP pricing.

### Q: WHAT IS THE VIP COMMITMENT TO WHEN JOINING THE VIP CUSTOMER PROGRAMME?

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

- (a) Pay the \$29.95 Enrolment Fee;
- (b) Commit to purchasing 3 Flexship orders (1 Enrolment Order + 2 Flexship orders) for \$130 or more; and
- (c) Reside in Australia, 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 \$130, but their order will not qualify as one of their required Flexship orders, nor ship for free.

A VIP schedules their first Flexship order during enrolment. By default, their next order will ship approximately 30 days later. However, this order can be rescheduled for up to 60 days out in the VIP Customer's Account Page. This also applies to the second Flexship (third order) and subsequent recurring orders. Orders process on the day(s) designated by the VIP Customer. A VIP Customer can customise and schedule Flexship orders online at any time.

### Q: WHAT IS THE FLEXSHIP SERVICE?

A: The MONAT VIP Customer Programme offers MONAT customers an elevated shopping experience with a variety of exclusive perks! Enrolling as a VIP Customer to take advantage of our amazing perks is simple and easy. Simply pay a one-time \$29.95 enrolment fee and commit to three automated Flexship orders (1 Enrolment order + 2 Flexship orders), and you'll receive:

- A 15% discount on all MONAT products (exclusions apply)
- Exclusive, premium, and FREE limited-time edition Only For You products
- Free shipping on orders of \$130 or more
- Access to exclusive VIP promotions

Enjoy the flexibility of choosing different products in each Flexship order (exclusions apply). Plus, you can push your Flexship orders up to 60 days!

**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 EXCLUSIVE and LIMITED EDITION products (valued at \$40 retail price) that only VIP Customers and Market Partners on Flexship receive in every qualified Flexship order (\$130 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 100% 30-Day money back satisfaction guarantee 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. After 30 days, MONAT offers a 90% refund of the purchase price (minus shipping charges) on the return of all unopened and unused product. Any returns after 90 days from when the customer receives their order will not be accepted.

**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 Support Team at [AUMonatSupport@monatglobal.com](mailto:AUMonatSupport@monatglobal.com)

You may apply the \$29.95 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: 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 Support team before the second order has shipped.
- Once you have completed 3 or more qualified Flexship orders— a qualified Flexship order is \$130 or more. If you have completed 3 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 Support Team at [AUMonatSupport@monatglobal.com](mailto:AUMonatSupport@monatglobal.com)
- You may apply the \$29.95 VIP Customer enrolment fee toward the Market Partner starter kit and cancel any further VIP Flexship orders.

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

A. By joining the VIP Customer Programme, you have agreed to purchasing 2 qualifying Flexship orders of \$130 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 \$35. If a VIP cancels after purchasing 2 Flexship orders (Enrolment order + 1 Flexship order), the cancellation fee is \$25. The VIP Customer enrolment fee of \$29.95 is non-refundable.