



OFY

FAQs for Market Partners and VIP Customers
in the US and Canada



MONAT Global

Q: WHEN DOES THIS PROMOTION OCCUR?

A:

Newly enrolling VIP Customers:

- o Begins Tuesday, January 1st at 12 AM EST (5 AM GMT) and ends Thursday, January 31st at 11:59 PM EST (Friday, February 1st at 4.59 AM GMT).

Existing VIP Customer:

- o Begins Tuesday, January 1st at 12 AM EST (5 AM GMT) and ends Thursday, January 24th at 11:59 PM EST (Friday, January 25th at 4.59 AM GMT), the last day to modify Flexship orders.

Q: WHO IS ELIGIBLE FOR THIS SPECIAL OFFER?

A: All current Market Partners and VIP Customers in the US and Canada. Newly enrolling VIPs are eligible for this offer with their enrollment order.

Update: For Market Partners and VIP Customers in the USA, CC Cream is sold out.

Q: WHAT IS THE OFFER IN DETAIL?

A: VIP Customers who schedule and receive a qualifying Flexship (at least \$84 USD/\$110 CAD) in January will have the option of choosing one of three MONAT products while supplies last.

Market Partners who schedule and receive a qualifying Flexship (at least \$69 USD/ \$90 CAD) in January will have the option of choosing one of one of three MONAT products while supplies last.

Q: WHAT ARE THE PRODUCTS I CAN CHOOSE?

A: While supplies last, you can choose from the following:

(NEW) OFY Micellar Soothing Shampoo 4.5 oz. (default)

Purifying Charcoal Gelée Hair Masque 4 oz.

CC Cream 4 oz. **(SOLD OUT IN THE USA)**

Q: DO I HAVE TO CHOOSE MY ONLY FOR YOU ITEM?

A: No, this is entirely optional. If you do not select one, you will receive the OFY Micellar Soothing Shampoo (while supplies lasts).

Q: HOW DO I ADD MY ONLY FOR YOU PRODUCT TO MY FLEXSHIP?

A: Once you have reached the qualifying total for your Flexship, the eligible products will be visible, and you can add one item to your cart. Before your Flexship meets the qualifying threshold, you will not see eligible products, but you will see an alert of how much you must add to your order to make it qualify.

Q: I ALREADY HAVE A FLEXSHIP SCHEDULED FOR JANUARY. AM I ELIGIBLE?

A: Yes, if you have a qualifying Flexship that is already scheduled to process and ship in January, you are eligible. If this applies to you, you can choose either of the OFY products for the Flexship before it processes. Go to the Flexship section of your Back Office or VIP Suite and make the adjustment.

Q: DO I ALSO HAVE THE CHOICE TO ADD A SAMPLE ITEM TO MY QUALIFYING FLEXSHIP?

A: Yes! However, this is only applicable in the US and CAN.

Q: MY FLEXSHIP PROCESSED AND SHIPPED BEFORE I COULD ADD MY ITEM. CAN I STILL GET IT?

A: Sorry, no. You must add the item to the Flexship before it ships.