



HOLIDAY TRIMMING

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



MONAT Global

Q: WHEN DOES THIS OFFER OCCUR?

A: Begins Monday, December 17th at 4 PM EST and ends Wednesday, December 19th at 12 PM EST.

Q: WHO IS ELIGIBLE FOR THIS OFFER?

A: All Market Partners and VIP Customers in the US and Canada.

Q: WHAT IS THE OFFER IN DETAIL?

A: We are trimming our prices on Holiday Gift Sets- Save up to 50% off Retail Value!
See pricing, CV and PV below:

- Purr-Fectly Fab Masque Trio Set-
 - o VIP Price: \$30 USD | \$41 CAD
 - o MP Price: \$25 USD | \$33 CAD
- Weekends in Style-
 - o VIP Price: \$55 USD | \$72 CAD
 - o MP Price: \$45 USD | \$59 CAD
- Chocolate Crave Boxed Duo-
 - o VIP Price: \$19 USD | \$26 CAD
 - o MP Price: \$16 USD | \$21 CAD
- Bring on the Magic Travel Set-
 - o VIP Price: \$26 USD | \$35 CAD
 - o MP Price: \$21 USD | \$29 CAD
- Happy Hands Set-
 - o VIP Price: \$23 USD | \$30 CAD
 - o MP Price: \$19 USD | \$25 CAD
- Snooze Ready Sleep Mask-
 - o VIP Price: \$6 USD | \$8 CAD
 - o MP Price: \$5 USD | \$6 CAD
- Limited Edition Oil Drop Clips-
 - o VIP Price: \$6 USD | \$8 CAD
 - o MP Price: \$5 USD | \$6 CAD
- Great Hair Everywhere-
 - o VIP Price: \$48 CAD
 - o MP Price: \$40 CAD

Q: IS FREE SHIPPING INCLUDED IN THIS OFFER?

A: Yes, shipping is free for orders \$50 USD/ \$65 CAD or above. Orders below the threshold mentioned, will pay \$4.99 USD/ \$5.99 CAD.

Guaranteed shipping before the Holidays on orders placed on December 17th, 18th and 19th noon- with the following exceptions: Canada, Alaska, Hawaii, Puerto Rico, PO Boxes, FPO, APO, etc.

Q: CAN VIPS ENROLL WITH THIS OFFER?

A: Unfortunately, no.

Q: CAN PROMO CODES BE COMBINED WITH THIS OFFER?

A: No, promo codes can't be combined with this offer.

Q: CAN I INCLUDE THIS OFFER IN A MIX & MATCH ORDER?

A: Holiday Sets do not qualify for Mix & Match.

Q: WHAT IS THE CV AND PV FOR THE ITEMS PURCHASED IN THIS OFFER?

A: CV and PV are as follows:

US:

Purr-Fectly Fab Masque Trio Set- CV:15 | PV:20
Weekends in Style- CV:27 | PV:40
Chocolate Crave Boxed Duo- CV:9 | PV:15
Bring on the Magic Travel Set- CV:13 | PV:20
Happy Hands Set- CV:12 | PV:20
Snooze Ready Sleep Mask- CV:3 | PV:5
Limited Edition Oil Drop Clips- CV:3 | PV:5

CAN:

Purr-Fectly Fab Masque Trio Set- CV:24 | PV:20
Weekends in Style- CV:43 | PV:40
Chocolate Crave Boxed Duo- CV:15 | PV:15
Bring on the Magic Travel Set- CV:21 | PV:20
Happy Hands Set- CV:19 | PV:20
Snooze Ready Sleep Mask- CV:5 | PV:5
Limited Edition Oil Drop Clips- CV:5 | PV:5
Great Hair Everywhere- CV:29 | PV: 25

Q: WHAT IF I DIDN'T GET THE EMAIL OR TEXT ABOUT THIS PROMOTION?

A: If that happens, please call Customer Service (1-888-867-9987) to make sure your contact information is correct and updated. Unfortunately, we cannot offer you this special offer after the sale is over, but we want to make sure you receive all new offers in the future. To enroll in text message notifications, please text MONAT at 313131 in the U.S. or at 393939 in Canada.

Q: WHAT IF I HAVE CHALLENGES SUBMITTING MY ORDER ONLINE?

A: If you should receive an error message OR cannot process your order online, please follow the required steps below:

1. Contact Customer Care at 1-888-867-9987 and a representative will assist you in processing your order. Customer Care is open Monday through Friday 8 AM to 11 PM EST and Saturday 8 AM to 5 PM EST.
2. If you are unable to contact our Customer Care department via phone, you can email us at promotion&flashsaleorders@monatglobal.com. This inbox will only be available for use during promotions and flash sale dates. When utilizing the email option, the following information is required in the body of the email to guarantee that your order is processed correctly and on time:
 - o Specify which promotion or sale you are attempting to purchase, and the exact items and quantities you wish to purchase.
 - o Provide authorization to utilize the credit card on file. If you desire to use a different credit card, please specify and an agent will contact you within 24 to 72 hours. For your security, please do not include credit card information in this email.