



VIP 3 & THANK YOU REWARDS PROGRAMME

FAQs for VIP Customers

Effective 10th February, 2018



MONAT Global UK LTD

WHAT ARE “3 & THANK YOU” REWARDS?

Each month when you, as a VIP Customer, have a Flexship order of at least £60 and 3 VIP Customers whom you referred to the VIP programme also have a Flexship order of at least £60 you can qualify to receive £60 in redeemable product credits toward your monthly Flexship orders or future product purchases. And, as long as you keep 3 people active as VIP Customers with minimum Flexship orders scheduled in the same month as your minimum Flexship order, you will receive the same £60 credit(s) each month, which means, you can get your products for FREE every month – forever!

WHO QUALIFIES FOR THE 3 & THANK YOU CREDITS?

VIP Customers with a minimum Flexship order of £60 who have referred 3 people to the VIP programme, who also have a minimum product purchase of £60 in the same month.

HOW DO I EARN 3 & THANK YOU?

When you and at least 3 people you’ve referred to the VIP programme have a Flexship order of at least £60 in the same calendar month, you’ll receive a £60 credit you can use the following month. This will continue “forever” as long as you and the 3 VIPs you referred meet monthly Flexship requirements.

HOW DO I PARTICIPATE AND BECOME ELIGIBLE TO RECEIVE THE 3 & THANK YOU CREDITS?

Enrol 3 new VIPs at any given time. Once you and 3 of your personal VIP Customers have a qualified Flexship order of £60 in the same calendar month you will be awarded the “3 & Thank You” credit(s) to use the following month or in the future.

HOW DO MY VIPS ENROL UNDER MY NAME SO I CAN GET MY CREDITS?

They should go to monatglobal.com, click on “Become a VIP” on the navigation bar’s VIP drop down menu, and follow the enrolling instructions; make sure you have provided them with your Sponsoring VIP number, which they will need to submit in the corresponding box (Sponsor ID) to guarantee that you will receive the credits. Note that your VIP sponsoring number is not the same as a Market Partner sponsoring number, so make sure they enter the correct VIP number. For assistance, they may contact our Market Partner & Customer Care Department via email at UKMonatSupport@monatglobal.com.

WHERE CAN MY NEW VIPS FIND MY VIP NUMBER?

As the referring VIP, you need to provide them with your VIP Sponsor number (which appears in your VIP Suite under Account Information) and make sure that they enter it in the corresponding box when enrolling online. Otherwise, these new VIPs will not count for your 3 & Thank You Rewards.

CAN MY NEW VIPS ENROL BY EMAIL OR DO THEY HAVE TO ENROL ONLINE?

It is recommended that they do so online, but they may choose either way; they may email UKMonatSupport@monatglobal.com. Just make sure they enrol under your Sponsoring VIP number to guarantee that you will receive the credits.

CAN I ENROL MY 3 VIPS MYSELF, OR DO THEY NEED TO ENROL THEMSELVES?

They need to enrol themselves, since they will be asked to provide their personal data, including billing information. Also, it is a way of ensuring that they enrolled as VIPs because of you. This is a fair practice that applies to all VIPs. You do have to make sure you give them your Sponsoring VIP number, which they will need to submit upon enrolling for you to receive the credits. Of course, you can be there every step of the way to help them if questions arise.

WILL I RECEIVE CREDITS EVERY MONTH FOR THE SAME VIPS?

Yes; credits will be awarded to you month after month for every 3 & Thank You that you complete and as long as you and all of your referred VIPs remain active with a scheduled monthly Flexship of at least £60. For example, you completed your 3 & Thank You this month (with you and 3 VIPs ordering in the same month), a credit will be added to your account for use the following month, and again every month onward as long as the qualified orders are placed.

HOW MANY 3 & THANK YOU(S) CAN I DO? HOW MANY CREDITS CAN I ACCUMULATE?

There is no limit as to how many 3 & Thank You(s) you can achieve and there is no limit to how many credits you can have. You may accumulate or spend your credits whenever you wish. Keep in mind, for a second 3 & Thank You reward, you would need to place an additional qualified order that would coincide with the orders of the 3 additional VIPs you refer.

ONCE I RECEIVE MY CREDITS, CAN I REDEEM THEM ON ANY PRODUCT I CHOOSE?

Yes, you can choose to use your credits to purchase any MONAT product or System as long as you direct those credits before your next Flexship order is paid for. When shopping in your VIP Suite, you can see your 3 & Thank You balance and apply credits to the products you want. Otherwise, they will be used on your next scheduled Flexship order. For example, if you have your Flexship orders scheduled to go out the 3rd of every month and you complete your 3 & Thank You on July 31st, your credits will be added to your account on August 15, and would be available for your September Flexship.

WHAT HAPPENS IF ANY OF MY 3 & THANK YOU VIPS PUSH OUT THEIR FLEXSHIP ORDER?

It depends. The key is: when you and your 3 VIPs have a qualifying Flexship in the same calendar month, you receive the credit. When that is not true, you do not receive the credit.

HOW DO I APPLY MY CREDITS TO A PURCHASE?

Login to your VIP Suite and shop!

WHAT HAPPENS IF I PUSH A FLEXSHIP ORDER?

You will receive your credits only if your Flexship order has been paid for before the end of the month; for example- if the credit card registered for the automatic Flexship payments has expired or is invalid, you will not earn credits for that month. You will not earn a rewards until you fix the issue or use a different method of payment to cover the purchase.

CAN I USE MY CREDITS TO COVER A FLEXSHIP ORDER?

Yes!

CAN I USE MY CREDITS TO PAY FOR SHIPPING COSTS AND/OR TAXES?

No. You can only redeem your credits on product purchases; credits do not cover shipping costs or taxes.

WILL I HAVE TO PAY FOR SHIPPING COSTS ON ORDERS I PLACE USING MY CREDITS?

If the purchase is £60 or greater with an active Flexship, no, you do not have to pay for shipping; this is actually one of the perks of being a VIP Customer. However, if your order is less than £60, you will be required to pay for shipping costs.

WHEN WILL MY CREDIT REWARDS BE AVAILABLE FOR ME TO SPEND?

Assume in "month 1" you and your 3 referred VIPs all have qualifying Flexship orders. Your 3 & Thank You credits will be available for redemption after the 15th of "month 2". The same method applies to future credit earnings; you will see the new earned credits the 15th of every month.

WHERE CAN I SEE MY REWARDS CREDITS? HOW DO I KNOW HOW MANY I HAVE LEFT?

When you add products to your shopping cart, you can see your credit balance.

DO I NEED TO REDEEM MY CREDITS ALL AT ONCE OR CAN I SAVE SOME FOR LATER?

You can spend them or save them. Think of your credits as money in your bank account. They are yours and will stay in your account (as long as you remain an active VIP Customer) until you choose to redeem them. In fact, the more credits you build up in your account, the more products you will be able purchase in the future.

IF I UPGRADE AND BECOME A MARKET PARTNER, CAN I STILL USE THE CREDITS I EARNED AS A VIP?

Yes.

IF I DROP OUT OF MONAT ALTOGETHER, CAN I STILL USE MY REMAINING CREDITS?

No. If you leave MONAT completely, you will lose your credits.

WHAT IF 1 OF MY 3 & THANK YOU VIPS DROPS OUT OF THE VIP PROGRAMME, CANCELS THEIR FLEXSHIP SERVICE, OR RETURNS THEIR PRODUCTS? WILL I RECEIVE MY CREDITS?

No. You will receive your credits only as long as every one of your 3 VIPs remains active and their monthly Flexship payment has cleared for the month you earned your 3 & Thank You credits. If any of them drops down or out, or if their payment method is rejected (i.e. invalid or expired credit card), you will not receive the credits, because the set of 3 VIPs has been broken. If your VIP returns their products before you have been awarded the 3 & Thank You credits, you will not receive the credits. However, once your credits have been awarded to you, they are yours to keep and use.