

Hello to Close!
Updated 11/10/20

Save these in your phone!! Copy/paste is your new best friend! Change wording as needed to personalize for yourself, but please use this info for your benefit! This is the sales process from open to close, with a few different options to present info on each step.

#1. Initial Reach out language

Make this short and sweet. You do NOT need to word vomit! Just let them know what you are doing, leave it open-ended and give them an out. Know that NOT everyone will respond, and that's OKAY! In fact, most will not. No does not mean no forever. That's why I encourage you to tell 3-10 new people a day about these products. For more ideas on verbiage see the document titled "Reach Out Language"

Hey ____!

I just started a home based business promoting naturally based hair, skin and wellness products. I wanted to touch base with you to see if you would help me get some practice! Would you be open to me sending some info to help match you with products?! If not, no worries!

#2. Product Consultation

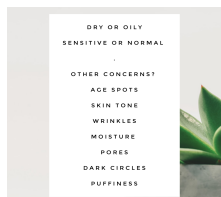
(At this point you can ask to send info via text in order to transition the conversation to text message for security)

Once they respond, you may ask which line they are most interested in hearing about, following up with a BRIEF explanation of Monat (such as the ones below)

Skincare

Our skincare products have powerful plant based ingredients that are able to bring about the anti-aging results we are seeing! They include essential oils, vitamin c, moss stem cells, fruit acids and more, many of which are patented by MONAT.

Let me send ya a quiz to take a look at to narrow down what products you might enjoy!



Haircare

So all of our products are naturally based- they don't contain harmful chemicals, silicones, parabens that you don't want to be putting in and on your body. What I love about them most though, is they actually perform!

Prior to MONAT, the only thing that was able to penetrate to the inside layer of the hair shaft was chemical treatments like bleach, perms etc. Because of our patented

essential oil blend, the hair products are able to work on a molecular level, and penetrate the individual hairs and scalp to provide nourishment and healing from the inside out rather than just coating the hair and “masking” the problems. Answer these questions for me and I can shoot you over some specific products to check out!



(You may need to ask a few follow up questions, such as... Do you want more volume? Is frizz a concern?)

Wellness

We have a naturally based, vegan wellness line that includes 5 products... greens, collagen, dual probiotic, energy and sleep drops. Each of these products are designed to help support and promote your body's natural functions for a more natural, healthier you. Which products would you like to hear more about?

#3. Recommendation Message

This is an example for haircare but the structure can be used for skincare and wellness or a combination of products

Thank you for that information! Here is the product combo that is best for you!

- 1
- 2
- 3
- 4

(Insert product blurbs)

Hair products last 3-6 months and they all come with a 30-day money back guarantee!

I will send some price comparisons for you!

(At this point in the sale, we call this upselling. When you give someone choices and show them the discounts they receive, they often go with the larger options, which means bigger discounts for them (purchase +) and more personal volume for you! Present three combinations based off the items you sent above.)

Combo A:
One time \$19.99 VIP fee
Shampoo
Conditioner
Dry shampoo

Free shipping
Free Only for You Gift: *(that month's OFY choice)*
Unlocked the 15% discount
\$104.14

Combo B:
One time \$19.99 VIP fee
Shampoo
Conditioner
Oil
Free shipping
Free Only for You Gift: *(that month's OFY choice)*
Unlocked the 20% discount
\$143.19

Combo C:
One time \$19.99 VIP fee
Shampoo
Conditioner
Dry shampoo
Oil
Free shipping
Free Only for You Gift: *(that month's OFY choice)*
Unlocked the 25% discount
\$166.39

All of these include the fee for being a VIP!

To not go VIP means the retail (non discounted) price lands somewhere at \$80 for ONLY shampoo, conditioner and shipping 🤔 it's just honestly not a deal.

#4. How to Buy: Three ways to purchase

There are 3 ways to get products:

1. Retail- pay full price plus tax and shipping. (I never recommend this because it is by far the most expensive way to try the products.)

2. VIP - get a 15%-40% discount, free shipping, a free gift with your purchase, as well as access to awesome sales and a birthday coupon. You have a one time \$19.99 fee applied to your first order, and Monat asks that you make 2 more \$84 purchases in your lifetime through a flexship program. This is not like a typical "autoship". You only get what you want when you want it. It comes up every 2 months and if you aren't ready, we simply push it out. VIPs have a lifetime membership and can cancel at any time after completing their 3 orders.

3. Come sell shampoo with me as a Market Partner! This is what I do! You can start your business with up to a 55% savings on products, earn anywhere from hobby money to income replacement. No overhead, inventory or quotas. Super low risk but an amazing opportunity!

Which option sounds most like you?

Optional graphics: (See albums on FB for graphics)

The graphics are titled "3 WAYS TO ORDER" and feature the MONAT logo. They compare three levels of participation:

- RETAIL CUSTOMER:**
 - Select quality products at competitive prices
 - No sign-up fee
- VIP CUSTOMER:**
 - 15% discounts
 - \$15.00 lifetime membership
 - Free shipping on flexship orders over \$84
 - Access to flash sales
 - Free "Only for You" product (valued at \$25) with every flexship order over \$84
 - Annual \$25 birthday gift
 - No monthly auto-ship requirements, just flexship order out 60 days at a time until you are ready for more products
- MARKET PARTNER:**
 - 30% discount wholesale pricing
 - Free shipping on flexship orders over \$87
 - Access to flash sales
 - No flexship required
 - Can receive residual income part time
 - Best compensation plan in the industry
 - Earn luxury incentive trips, Cadillac and other bonuses
 - Tax deductions on business expenses
 - No buying, selling, or inventory requirements to start commissions

A red circle highlights a "30-DAY MONEY BACK GUARANTEE" for the Market Partner level.

Extra compliance/VIP program details for your complete understanding:

VIP CUSTOMER PROGRAM REQUIREMENTS	VIP CUSTOMER PROGRAM BENEFITS	VIP CUSTOMER PROGRAM REFUND POLICY	VIP CUSTOMER PROGRAM CANCELLATIONS
<ul style="list-style-type: none"> \$15.00 Non-refundable Enrollment Fee Minimum of 3 Flexship Orders of \$84.00 or more ("Minimum Purchase Requirement") Enrollment Order + two (2) additional Flexship Orders, the Credit or Debit card on the bill for charges for the additional Flexship Orders FREE shipping only on Flexship Orders of \$84.00 or more. Flash Sales or Promotions do not qualify as Flexship Orders After completing the Minimum Purchase Requirement, you must place at least one order every 12 months to remain an active VIP Customer By joining the VIP Customer Program the VIP Customer agrees to have their Credit or Debit card charged for the Minimum Purchase Requirement 	<ul style="list-style-type: none"> FREE shipping on Flexship Orders of \$84.00 or more <ul style="list-style-type: none"> All orders lower than \$84.00 will be charged a shipping fee. Shipping cost may vary. A non-refundable handling fee will be charged on ALL orders. Access to Flash Sales, special orders and promotions - only for "You" product included in each qualifying Flexship order Flexship to choose different products in every order Easy online ordering Birthday gift Option to upgrade to become a MONAT Market Partner 30-day money back guarantee 	<ul style="list-style-type: none"> 30-day money back guarantee Look, shipping, and handling charges: <ul style="list-style-type: none"> Shipping charges for orders under \$84 are not refunded on a product return. After 30 days, a 100% money back guarantee up to 90 days after the date the order is received by the VIP Customer. Look, shipping, and handling charges: <ul style="list-style-type: none"> Shipping charges for orders under \$84 are not refunded on a product return. Damaged, opened or altered products will not be refunded or replaced. All refunds are applied to the Credit or Debit card used on the original purchase. 	<p>REQUIREMENTS</p> <ul style="list-style-type: none"> Completing Minimum Purchase Requirement VIP Customers who complete MONAT within 30 days of receiving their first Flexship Order, qualify for 30-day money back guarantee and may cancel without paying an early termination fee. <p>Early Termination Fees:</p> <ul style="list-style-type: none"> \$25.00 cancellation fee if 1 of 3 Flexship Orders are completed \$10.00 cancellation fee if 2 of 3 Flexship Orders are completed <p>NOTES</p> <ul style="list-style-type: none"> Completing Minimum Purchase Requirement After you meet the Minimum Purchase Requirement of 3 Flexship Orders, you will not be charged a Termination Fee. You must contact MONAT to cancel returning Flexship Orders.

#5. Information needed to place VIP order

Great! Send me your email address and I will forward you a cart.

The email link will be good for a couple of hours, so let me know when you receive it! All you will have to do is enter your personal info and card information.

I am happy to help ya with this process!

(At this point you will send the order via cart by going to mymonat.com, log in, click enroll, vip or retail, add products to cart, select an OFY, create future flexship cart, click save on flexship cart page and email to your potential)

#6. After Order:

(See albums on FB for graphics)

Thank you so much for your order! I really appreciate your support. I cannot wait for you to get your products. In the mean time, here are a few tips/instructions.

Please do not hesitate to ask me questions! I am here for you and will check back in soon.



#7. How to place VIP order

Okay so here is how you will place your order...!

- Go to *INSERTWEBSITE*.mymonat.com
- Select VIP and become a VIP
- US VIP enrollment
- Select your products (_____, _____, _____)
- Select \$84 worth of product for your future flexship order. This will be changed at a later time if necessary. You will NOT be charged for these products today.
- At the top right you can adjust the date for your Flexship order- set it as the furthest date possible (60 days) This is when your first Flexship order will be placed. You will get an email about that order 1-2 weeks before as a reminder and I will help keep track. The date/products can be changed at any time.
- Fill in your personal info
- Enter card and address information
- Review your order and submit!

You will get an email confirmation once your order is placed AND one to confirm when your order has shipped. It has been taking about 1 week to get products.

Once you place your order I will send you a few helpful tips and instructions to use your products. Please let me know if you have any questions or have any trouble. I am so excited for you!

#8. How to place Retail order

Okay so here is how you will place your order...

- Go to *INSERTWEBSITE*.mymonat.com
- Select shop and you will see a menu of products with pictures.
- Select your products (_____, _____, _____)
- Click add to cart
- The next screen will give you the option to become a VIP. Select no to progress to the next step.
- Fill out all your information. Under sponsor ID you should see the number XXXXXX.
- Review your order and submit!

You will get an email confirmation once your order is placed AND one to confirm when your order has shipped.

Once you place your order I will send you a few helpful tips and instructions to use your products. Please let me know if you have any questions or have any trouble. I am so excited for you!