

# VIP CUSTOMER PROGRAM OVERVIEW

You are your  
VIP Customer's  
primary contact  
with MONAT.

## WHAT IS A VIP CUSTOMER?

**MONAT VIP Customers** are preferred customers who enjoy savings on all of our products and exclusive access to flash sales, promotions, and much more! Your VIP Customers are an essential part of building a successful business during your SMART Start period and beyond. You are your VIP Customer's primary contact with MONAT, so be sure to build strong relationships and provide them the best experience.

## WHAT IS THE FLEXSHIP PROGRAM?

**The MONAT Flexship program** is a key feature of the elevated shopping experience MONAT VIP Customers enjoy. Flexship is short for "flexible shipment" and gives VIP Customers total control of their monthly product shipments. New VIP Customers are automatically enrolled in the Flexship Program and gain instant access to our variety of perks.

Newly enrolling VIP Customers must follow these steps to qualify for the Flexship program:

- 1. Pay a one-time \$19.99 enrollment fee**
- 2. Place an enrollment order** of \$84 USD or more
- 3. Place two additional Flexship orders** of \$84 USD or more in their lifetime as a VIP Customer
- 4. Freedom of Cancellation:** VIP customers may call our Customer Care Team to opt out of the VIP Customer Program. Since the VIP Customer Program offers so many perks, we assess the following cancellation fees if VIP Customers fail to complete the two additional Flexship Orders requirement:

**\$25 USD** = enrollment order only completed

**\$19 USD** = enrollment order + 1 Flexship order completed

The beauty of the Flexship program is that VIP Customers may choose which products are included in every order (exclusions apply) and push their orders out up to 60 days. Your VIP Customers enjoy the ultimate flexibility!



## The Perks of Being a VIP Customer

- **15% off all MONAT products:** Enjoy exclusive savings on all MONAT products!
- **Free Shipping:** Each qualifying Flexship order of \$84 USD or more means your VIPs can wave goodbye to shipping fees!
- **With each Flexship order** of \$84 USD or more (including your enrollment order), MONAT VIP Customers receive a premium, Only For You product exclusively for those with active Flexship orders that month!
- **Birthday Treat:** Your VIPs get a little extra bit of celebration on their birthdays. VIP Customers receive a \$25 credit on purchases of \$50 or more during their birthday month!
- **Special Promotions:** VIP Customers receive exclusive access to flash sales, special offers, and promotions. Keep them in the know!

To learn more about the VIP Customer Program, visit [www.monatglobal.com/vipinfo/](http://www.monatglobal.com/vipinfo/).

