



# SHAMPOO SHOUT OUT FLASH SALE

FAQs for VIP Customers



MONAT Global

**Q: WHEN DOES THIS PROMOTION OCCUR?**

A: Begins Friday, Nov. 17, at 12 p.m. Eastern to Sunday, Nov. 19 at 11:59 p.m. Eastern.

**Q: WHO IS ELIGIBLE FOR THE SHAMPOO SHOUT OUT FLASH SALE?**

A: All VIP Customers in the U.S. and in Canada can participate in this offer. Newly enrolling VIP Customers can choose this offer when they enroll; they do not have to meet the usual \$84 USD/\$110 CAD threshold.

**Q: WHAT IS THE OFFER IN DETAIL?**

A: This flash sale has two separate offers:

Option One—Buy a conditioner and add a shampoo for \$15 USD/\$20 CAD, and receive three free REJUVABEADS samples.

Option Two—Buy two conditioners and add two of your favorite shampoos for \$20 USD/\$25 CAD and get three free REJUVABEADS samples.

The Champ™ Conditioning Dry Shampoo, MONAT Black and MONAT Junior are excluded from these offers.

Free shipping is included with this offer.

**Q: DOES THIS OFFER INCLUDE FREE SHIPPING?**

A: Yes, free shipping is included on the first qualifying order. A qualifying order a qualifying conditioner and shampoo.

**Q: IF I DO THE TWO SHAMPOO OPTION, DOES IT HAVE TO BE THE SAME SHAMPOO?**

A: No! Choose any two you want, with the exception of The Champ Conditioning Dry Shampoo, MONAT Black and MONAT Junior are excluded from these offers.

**Q: DOES THE SHAMPOO SHOUT OUT FLASH SALE APPLY TO PREVIOUSLY SCHEDULED MONAT FLEXSHIP ORDERS?**

A: Already scheduled Flexship orders are not eligible for the Shampoo Shout Out Flash Sale. However, new VIP Customers enrolling during this Shampoo Shout Out Flash Sale can purchase the promo with their first enrollment order!

**Q: HOW CAN I PLACE AN ORDER?**

A: Login to your VIP Suite. First, from the Conditioners tab, add one or two conditioners to the order. Then, go to either the Flash Sale – Single Shampoo or the Flash Sale – Double Shampoo tab. Add the shampoo(s) you want, and proceed to checkout or add more items to your order.

For your newly enrolling VIPs, they should go to the “Become a VIP” page in the VIP tab on the referring Market Partner’s website and follow the guidance above.

**Q: CAN I INCLUDE THE SHAMPOO SHOUT OUT FLASH SALE IN A MIX & MATCH ORDER?**

A: No. Mix and Match does not apply to this offer.

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

A: If that happens, please call Customer Service (1-844-696-6628) to make sure your contact information is correct and updated. Unfortunately, we cannot offer you the Shampoo Shout Out Flash Sale 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 1-844-696-6628 and a representative will assist you in processing your order. Customer Care is open Monday through Friday 8AM to 11PM and Saturday 8AM to 5PM.

2. If you are unable to contact our Customer Care department via phone, you can email us at [promotion&flashsaleorders@monatglobal.com](mailto: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:

- o Specify which promotion or sale you are attempting 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.
- o Provide a brief description of the issue/error received when processing your online order and please include screen shots if available.