



Enagic[®]
U.S.A.

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ENAGIC USA INC. RETURN POLICY (EFFECTIVE JULY 2020)

1. A full refund minus shipping fees will be granted only if a product is returned and received by Enagic USA, Inc. ("Company")** unused within seven (7) days of receipt*.
2. A Restocking Fee (see below) will be charged when:
 - A machine is returned used (e.g. water is run through the machine) within seven (7) days of receipt*.
 - A new machine is returned after seven (7) days but before one (1) month of receipt*.
 - FOR UKON PRODUCTS ONLY: the company must be notified (ukon@enagic.com) within ten (10) business days of receipt*. No cancellations will be accepted after ten (10) business days of receipt*.
3. A used machine returned after seven (7) days, but before one (1) month, of receipt will be charged a Processing Fee (in lieu of a Restocking Fee) (see below).

Model	SD501	SD501-U & K8	SD501-P	JR IV	Anespa DX	R	Super 501	UKON DD	UKON Σ
Restock Fee	\$100	\$200	\$100	\$100	\$100	\$100	\$100	\$10/box	\$10/box
Process Fee	\$380	\$660	\$680	\$400	\$320	\$300	\$700	\$50	\$50

(Processing fee for Member Anespa \$240, Member Super 501 \$410. Restocking Fee: \$100)

4. A machine in any condition may NOT be returned for a refund after one (1) month following receipt*.

In the event of financing, the buyer understands and agrees to fulfill their monthly payment obligations in totality if the product is outside of the Return Period.
5. Shipping fees will not be refunded. Installment charges (number of payments multiplied by \$10) are refunded on a prorated basis.
6. All machines must be securely packaged and returned to the Company**.
7. **Proof of delivery is required for all returned products.** It is the buyer's responsibility to return the product safely and securely.

* Receipt refers to the date of pickup or date of signed delivery of the product.

** Received at Company headquarters at 4115 Spencer St., Torrance, CA 90503.