



## RETURN POLICY (EFFECTIVE April 2013)

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 (eg. 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](mailto: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	SD501-P	DXII	JRII	ANESPA	R	SUPER 501	Ukon DD
<b>Restocking Fee</b>	\$100	\$200	\$100	\$100	\$100	\$100	\$100	\$100	\$10/box
<b>Processing Fee</b>	\$380	\$660	\$680	\$310	\$310	\$320	\$280	\$700	\$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.

### Cautionary Notes for the SD501-U

- Installation is borne by the client. Company does not provide any installations. We strongly recommend hiring a carpenter and/or plumber to install your machine.
- Drilling a hole in the countertop for the faucet and another hole in the wall for the control panel is required. Company is not responsible for any installation or drilling repairs even if the product is returned.
- Company does not accept any machine changes after the SD 501-U has been installed.

**I have read and fully understand all of the stipulations stated above.**

**Name:** \_\_\_\_\_

**Applicant Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

If a refund, chargeback, or cancellation is issued for an AMEX card, a 3.5% service fee will apply.