



## Return Policy Effective November 15<sup>th</sup>, 2008

The federal law mandating legally-acceptable returns is three business days. In an effort to abide by this federal law, Enagic USA has established its return policy around this three-day period. We also understand that there are extraordinary circumstances in which a longer period would be necessary. Under these circumstances which require approval by the company the following strict guidelines are in effect:

1. If the new, unused machine is returned within 3 days of receipt, you will be refunded the full amount minus postage. (Shipping Fees)
2. If a new machine is returned more than 3 days after receipt, you will be charged with a restocking fee.  
\*
3. If a used machine is returned within 3 days of receipt, you will be charged with a restocking fee.\*
4. If a used machine is returned more than 3 days after receipt, you will be charged with a processing fee.\*\*
5. If a machine is returned more than 1 month after receipt, no refund is possible.
6. Shipping fees are not subject to refund. Installment charges are refunded on a prorated basis.
7. Owner must pack the machine in safe, secure condition, and return by owner's expense.

\* Restocking fee = \$100

\* Installment Charge = Number of payment times \$10.00

\*\* Processing fee: SD 501=\$380, DXII=\$310, SUNUS=\$200, JR II=\$310, ANESPA=\$320,  
SUPER 501=\$700, ANESPA MEMBER=\$240, SUPER MEMBER=\$410

- A) Days are counted starting on the day that the order was processed or in case of shipping, begins with the date of signed delivery.
- B) Three days are business days, one month is counted as a calendar month.
- C) A machine is considered used once water has been run through it.

I have read and fully agreed with all the return policy described above.

X \_\_\_\_\_  
Name (PRINT)

X \_\_\_\_\_  
Applicant Signature Date