



SD 501-U Return Policy

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 however we accept this unit's policy around seven days period because of under counter model. 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 7 days of receipt, you will be refunded the full amount minus postage. (Shipping Fees)
2. If a new machine is returned more than 7 days after receipt, you will be charged with a restocking fee. *
3. If a used machine is returned within 7 days of receipt, you will be charged with a restocking fee.*
4. If a used machine is returned more than 7 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 = \$200

* Installment Charge = Number of payment times \$10.00

** Processing fee: SD 501-U=\$660

- 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.

Cautionary Notes

- Installation has to be done by self. Enagic does not install it in your house. We strongly recommend hiring a plumber to install. The installation cost is borne by the client.
 - A hole is required to be drilled in the countertop for the faucet and another hole in the wall for the control panel. These holes must be made individually. Enagic does not do it. You may ask your plumber for it. Enagic will not repair the hole made in your house if the product is returned.
 - Enagic does not accept any machine change after the SD 501-U has been installed.
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I have read and fully agreed with all the return policy described above.

I have also read and fully agreed with SD 501-U's Cautionary Notes.

X _____
Name (PRINT)

X _____ / / _____
Applicant Signature Date