



## Canada Return Policy Effective January 1<sup>st</sup>, 2009

We will be implementing a restocking fee in the New Year on all returns, subject to the terms and conditions herein;  
Processing of Returns:

- All returns must be within 15 days of receiving the product.
- The purchaser is responsible for the return shipping charges.
- Shipping and Installment charges are not refundable.

### Unopened Return Policy:

- ① All returns under this category must be in an unused condition, in the original packaging and with all warranty cards, manuals, and accessories. **Enagic Canada** reserves the right to inspect returns.
- ② All returns under this category must not be damaged, installed or used.
- ③ Unopened returns are subject to a \$100 restocking & handling fee. This restocking fee will be taken off the amount credited back.

### Opened Product Return Policy:

- ① All returns under this category must be in the original packaging and with all warranty cards, manuals, and accessories. **Enagic Canada** reserves the right to inspect returns.
- ② All returns must not be damaged. Any missing or used Items will be taken off the refund.
- ③ Returns are subject to a 15% restocking fee. Restocking fee will be taken off the amount credited back.  
(SD501\$600, DXII\$495, JRII&ANESPA\$360, Sun-US\$195, Super501\$900)

Upon receipt of your return, it takes us 5-10 business days to process your return and credit your account. The credit will be processed against your original form of payment.

### Processing of Returns:

Email the 'Return Authorization form' or letter to [vancouver@enagic.com](mailto:vancouver@enagic.com) or Fax (604)214-0067 with the following information:

- 1) Distributor number or Customer code number.
- 2) Your full name, phone number, mailing address and email address.
- 3) Explanation regarding the reason for the return.
- 4) The machine must be packaged & shipped back to **Enagic Canada** within the allotted 15 days.

I certify that **I have read**, understand, and **agree** to the terms set forth in this policy. I further certify that **I have** received a copy of this policy.

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_\_\_