



Product Return Policy and Collection statement

The law mandating legally acceptable returns is ten business days. In an effort to abide by this law, Enagic Australia Pty Ltd has established its Return Policy around this ten-day period. We also understand that there are extraordinary circumstances in which a longer period may be necessary.

When deciding upon approval by the Company, strict guidelines are used:

1. If the new, unused machine is returned within 10 days of receipt, you will be refunded the full amount minus postage/shipping fees.
2. If a new machine is returned more than 10 days after receipt, you will be charged with a restocking fee.*
3. If a used machine is returned within 10 days of receipt, you will be charged with a restocking fee.*
4. If a used machine is returned more than 10 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.
7. Instalment charges are refunded on a pro-rated basis.
8. The owner must pack the machine securely in its original package and return at the owner's expense.

MACHINE	*RESTOCKING FEE	**PROCESSING FEE
K8	\$100	\$900
SD501 / SD501 PLATINUM	\$100	\$750
ANESPA DX / ANESPA DX (E8PA MEMBER)	\$100	\$480 / \$360
JRIV	\$100	\$500
SUPER 501 / SUPER 501 (E8PA MEMBER)	\$100	\$1100 / \$950
EMGUARDE	\$100	\$350

Days are counted starting on the day that the order was processed or in the case of shipping, begins with the date of signed delivery.

- a) Ten days are business days
- b) One month is counted as one calendar month
- c) A machine is considered used once water has been run through it

Enagic Collection Statement

To assist us in providing our products and services, responding to inquiries and otherwise conducting our business functions and activities, we need to collect personal information about you. By providing your personal information, you agree that it will be used and disclosed by Enagic Australia Pty. Ltd. ABN 64 141 931 919 in accordance with this statement and our Privacy Policy, available at <https://enagic-australia.com/privacy-policy/>

If you do not agree, you must not provide your personal information, and we may not be able to communicate with you or provide certain products or services to you. We may disclose your personal information to other parties, including to our branches and offices around the world, and to third parties who provide products and services to us or through us in the ordinary operation, administration or promotion of our business and otherwise in accordance with our Privacy Policy. From time to time, these third parties may be located (and therefore your personal information may be disclosed) overseas, including Japan and the USA. We may use and disclose your personal information for direct marketing purposes, unless you opt out (which you can do at any time in accordance with our Privacy Policy). Our Privacy Policy contains information about how you may access and seek correction of your personal information, how you may complain about a breach of your privacy, and how we will deal with that complaint.

I have read and accept the Return Policy described above and I have read and understand the Enagic Australia Privacy Collection Statement set out with this Product Return Policy.

Name (Print)

Applicant Signature

Date

APRIL 2024