



# Terms & Conditions

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The Enagic USA message services available to our guests are subject to the following guidelines. Out of respect for all our guests, we ask that you do not use obscene, profane, or threatening language in messages. In addition, we ask that you do not submit or post photos, videos or other media that include obscene, profane, or threatening images. Examples of the kinds of conduct or content that are prohibited in user submitted content include:

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- The impersonation of any person or entity in any part of a gift message.

You are solely responsible for the content of any messages and/or images you submit and Enagic USA assumes no liability for any content submitted by you. We may, but are not obligated to, restrict, or remove any and all content from a message that we determine in our sole discretion violates these guidelines or is otherwise harmful to us, other Enagic USA Corporation guests or any third party. Enagic USA reserves the right to purge the content you provide after 90 days of creation.

Any content you submit is for non-commercial use only. You must provide your actual e-mail address to send your content. Any content you submit will be routed through the Internet and you understand and acknowledge that you have no expectation of privacy about any content you submit.

## Colors

We have done our best to display as accurately as possible the colors of the products shown on this website. However, because the colors you see will depend on your monitor, we cannot guarantee that your monitor's display of any color will be accurate.

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# Enagic USA Finance Department

## Terms & Conditions

### Payment Due Date and Late Fee Policy

- Your payments are due on either the **1st or 15th** of every month. If you do not choose a payment due date, Enagic will pick the due date for you. **The first payment date must fall within a 45-day period of the date of purchase.**
- For UKON customers, the monthly due date is the same as the original purchase date.
  - The **UKON DD** Auto-renewal date is exactly **4 months** after your original purchase date.
  - The **UKON Sigma** Auto-renewal date is exactly **12 months** after your original purchase date.
- Enagic USA will automatically renew Ukon Auto-ship accounts at the end of each term unless an Ukon Cancellation Form is submitted no later than (5) business days prior to your next scheduled renewal date.
- A late fee of \$20 per month will be applied to your account every time you miss a payment.
- **The Ukon account will be terminated if your payment is more than 10 days late.**

### Automatic Withdrawal

- Setting up your account for automatic withdrawal does not always guarantee that your payment will go through. **It is your responsibility to keep track of your payments.**

Please know your due date and check your bank or credit card transactions after the due date to make sure your payments have gone through. Contact the Enagic Finance Department immediately at (424) 307 - 0530 if there is a problem.

### Requesting Changes

- If you need to request any changes on your account such as credit card/checking account updates, skip payment, partial payment, or due date changes, please call Enagic Finance Department at (424) 307 - 0530 no later than 5 business days prior to your due date. We will not honor any requests 4 days before or on your due date.
- For UKON customers, we are not able to accommodate your request for product changes after down payment of new term has processed. A request made after down payment will be reflected in the future renewals.

### Tokurei (Good Samaritan)

- If you are currently in the Tokurei Program and wish to cancel, you may now apply it to the Enagic Finance Program for the following:
  - JrIV / ANESPA DX = 3, 6, 10 or 15 months
  - SD501 / Super 501 / SD501U / SD501 PLATINUM 5L / K8 = 3, 6, 10, 16, 20 or 24 months
- Accumulated Tokurei commission can be applied to the down payment and financing balance. Monthly payment amount stays as contracted. The financing term might be shortened if you apply

Tokurei commission.

### **Statements**

- Please note that we do not send out monthly statements. If you would like to know your current balance, please call Enagic Finance Department at (424) 307 - 0530. A statement can also be emailed upon request.

### **Commissions**

- Enagic may offset or deduct your commissions when you have past due payments.

### **Card Verification**

- Before your order is shipped, we need to verify that your debit / credit card is valid. If your card is invalid, we will withhold the shipment until we receive a valid card number.
- A card you provide for monthly payment must be valid for at least 3 months from the purchase date.

### **Hours of Operation**

- Enagic Finance Department business hours are Monday - Friday, 9 a.m. to 6 p.m. Pacific Standard Time. Please contact us directly at 424-307-0530. If you reach voicemail, please leave your name, ID number and a short message and we will reply as soon as possible. Questions? Email us at [ecs@enagic.com](mailto:ecs@enagic.com).