



1600 Capital Avenue Ste 200

Plano, TX 75074

### Enagic USA INC. Return Policy (Effective Jun 21, 2025)

1. A full refund minus shipping fees will be granted only if a product is returned and received by Enagic USA, Inc. ("Company")\*\* unused within seven (7) days of receipt\*.
2. A Restocking Fee (see below) will be charged when:
  - A machine is returned used (e.g. water is run through the machine) within seven (7) days of receipt\*.
  - A new machine is returned after seven (7) days but before one (1) month of receipt\*.
3. A used machine returned after seven (7) days, but before one (1) month, of receipt will be charged a Cancellation Fee (in lieu of a Restocking Fee) (see below).

Model	SD501 DX	SD501	SD501- U	SD501- P	JR IV	Anespa DX	K8	Super 501	UKON DD	UKON Σ
Restock Fee	\$100	\$100	\$100	\$100	\$100	\$100	\$100	\$100		
Cancellation Fee	\$800	\$700	\$900	\$750	\$500	\$480	\$900	\$1,100	\$150	\$400

(Cancellation Fee for Member Anespa \$360, Member Super 501 \$950. Restocking Fee: \$100)

4. A machine in any condition may NOT be returned for a refund after one (1) month following receipt\*.  
**In the event of financing, the buyer understands and agrees to fulfill their monthly payment obligations in totality if the product is outside of the Return Period.**
5. For Ukon Product Only: A full refund minus shipping fees will be granted only if product is returned and received by Enagic USA, Inc. unused within (10) Business days of receipt\*. No cancellation will be accepted after (10) business days of receipt\*. In the event of financing, the buyer understands and agrees to fulfill their monthly payment obligations in totality if the product is outside of the Return Period. In the event any item of the product has been opened or used a cancellation fee will apply.
6. Shipping fees will not be refunded. Installment charges (number of payments multiplied by \$20) are refunded on a prorated basis.
7. All machines and Ukon products must be securely packaged and returned to the Company\*\*.
8. **Proof of delivery is required for all returned products.** It is the buyer's responsibility to return the product safely and securely.

\* Receipt refers to the date of pickup or date of signed delivery of the product.

\*\* Received at Enagic warehouse at 1600 Capital Avenue Suite 200  
Plano, Texas 75074 or 524 Keawe St #130, Honolulu, HI 96813.



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9. \*Track your shipment using the tracking number provided.

If more than 20 DAYS have elapsed since your purchase date, contact Enagic USA IMMEDIATELY by emailing support@enagic.com or by calling (424) 307-0005 during normal business hours. Enagic USA will not be responsible for any claims after 25 DAYS of confirmed delivery date.

### Cautionary Notes for the SD501-U

The customer is solely responsible for installation. Company does not provide any installations. We strongly recommend hiring a carpenter and/or plumber to install your machine. Drilling a hole in the countertop for the faucet and another hole in the wall for the control panel is required. Company is not responsible for any installation or drilling repairs even if the product is returned. Company does not accept any machine changes after the SD 501-U has been installed.

### **\*\*\*SUPPLY ORDER RETURN POLICY**

- You may return all unopened items purchased at Enagic Online Store or unopened items ordered within thirty (30) days of the original purchase date.
- If there is any error in your order, please contact us in 2 weeks of your original receipt date.
- Please call our office before you return any merchandise. Please have your order number ready when you contact us. If it was picked up at a branch it must be returned to that location. If it was ordered online, it must be returned to the location from where it was sent.
- We will credit you the full amount minus shipping. We will credit you in the same manner as your original payment within seven (7) days of receiving the returned item.

**I have read and fully understand all of the stipulations on pages 1 and 2 of this return policy.**

**Print Name:** \_\_\_\_\_

**Applicant Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

If a refund, chargeback, or cancellation is issued for an AMEX card, a 3.5% service fee will apply.