



REPLACEMENT POLICY

Rationale

Enagic Philippines Inc. shall replace the product if the product is of substandard quality.

Time Limit

Distributor/User must return the defective product within seven (7) days from date of receipt of the product. Enagic Philippines, Inc. reserves the right for explanation and decision for replacement. Product must be confirmed upon receipt.

Procedure

1. If a problem arises from installation, please inform your distributor to see how the problem may be solved. If your sponsor cannot solve the problem, please contact Enagic Philippines.
2. Please bring or send your product to **16th Floor, A.T. Yuchengco Centre, 26th and 25th Streets, BGC, Taguig City**. Please note distributor's/user name, ID, contact information and the defect.
3. The purchaser shall be responsible for the replacement and the shipping charges. All shipping charges shall not be refundable.
4. Enagic Philippines, Inc shall not be responsible for damages caused by carriers of your choice. If your product is damaged during shipment, the product shall not be replaceable.
5. Enagic Philippines, Inc. shall inspect the product and make decision to replace the unit or not. Once decision has been made by the Management, Enagic will contact you by email or phone.

RETURN POLICY

Rationale

Enagic Philippines Inc. shall accept the return of the product if the product is in a new and unused condition.

Time Limit

The company shall accept the return of the machine/s if the machine/s is in new, unused, and resalable condition; must be in its original packaging with complete warranty documents, manuals and accessories. This shall mean that the machine/s does not have scratches, marks, must not have lost or missing part and must not have any damages. Distributor or User must return the product within 60 days. The company reserves the right to inspect the machine and make decision for return.

Procedure

1. Please contact our staff by email, phone or fax before coming to the office.
2. Please bring the copy of Product Order Form & Distributor Agreement and sales invoice.
3. All returned items must be in a new and unused condition; must be in the original packaging and with complete warranty documents, manuals and accessories. **"New and Unused"** shall mean that the item/machine does not have scratches, marks or blemishes; must not have lost or missing parts; must not have any damages due to personal use, misuse or negligence.
4. Enagic Philippines, Inc. shall not accept any return of item with any indication that it has been
 - a. used. A machine shall be considered used once water has run through it.
5. The purchaser shall be responsible for the return and the shipping charges. All shipping charges shall not be refundable.
6. Enagic Philippines, Inc. shall not accept returns with damages caused by carriers of your choice. If your product is damaged during shipment, Enagic Philippines, Inc. shall not accept the return. Management shall decide to approve returns. The Distributor/User shall be informed of the decision by Enagic Philippines, Inc. Enagic Philippines, Inc. shall require a sponsor or an upline to repay whatever commissions and bonuses have been paid on the sale of the product

Short Supply

If stock is in shortage for replacement, Enagic Philippines, Inc. shall contact the Distributor/User by email or telephone if stock is available.

Note:

Enagic Philippines, Inc. shall not permit the return or replacement of defective or damaged products due to mishandling. Enagic Philippines, Inc. reserves the right to an explanation and decision on refund and on replacement policies.

I acknowledge that I have read and understood the Return and Replacement Policies and agree to the terms and conditions set forth above.