



REPLACEMENT, RETURN & REFUND POLICY

The company will replace a product that is of substandard quality. Purchasers must return the defective product within 30 days of delivery.

If this period expires on a non - working day, the deadline is extended until the next working day.

In case of returns after the expiration date, or of used products, the company reserves the right to refuse replacement and provide an explanation. Purchasers must check the product's type and quality when receiving the item.

If the product is defective and requires replacement, the independent distributor / user must contact her / his sponsor immediately. If there is no response from the sponsor, contact Enagic Thailand via E-mail or telephone to apply for replacement.

Enagic Thailand Co., Ltd., Return Policy Form will be sent to the independent distributor/user afterward. The form must be completed before submission for applying replacement.

All machines must be securely packaged and returned to the company. The machine and packaging should be returned to their original condition, with all warranty cards, manuals, and accessories in person or by post during office hours. The purchaser is responsible for the return shipping costs. Shipping fees will not be refunded.

A new and unused machine means that there are no scratches, marks, or blemishes on the item and/or lost or stolen parts and damage due to personal use, misuse, or negligence.

Returning a used machine (e.g. water, is run through the machine) will not be accepted for any reason. The company reserves the right to inspect all returned products. In case of insufficient inventory, the company will inform in writing to the independent distributor/user's email address.

All returns must be within 30 days of receiving the product, Enagic (Thailand) Co., Ltd. Require a sponsor and up line to repay commission and bonuses paid to him/her on product, Enagic (Thailand) Co., Ltd. Charge the processing fee and refund the balance amount to Distributor/ User. Distributor/User does not allow to conclude and sign the Distributor Agreement with Enagic (Thailand) Co., Ltd. within six months after termination.

PRE-FILTER REQUIREMENTS

Pre-filters are required for optimum operation of all water ionizer installations. The installation of pre-filters shall allow the machine filter to be utilized more efficiently to enhance the operation of the ionizer.

Pre-filters used in SOFT WATER should have a minimum of two (2) canisters with the following three types of filter cartridges :

Sediment (PP). Filters, dirt, rust and other contaminants. Fiber cartridges are available. Fiber cartridges are disposable. Maintenance: The five (5) or (10) micron sediment filter needs to be changed with the change of it's appearance. The white filter will turn brown as the trapped sediment level increases.

Carbon Filter. These filters chlorine and prevents unpleasant odor. Disposable. Maintenance: The carbon charcoal filter may be changed every three(3) to six (6) months depending on the chlorine level in the tap water.

Ion Exchange Filter(Resin). This filter, if required, shall be installed as a third (3rd) canister. These acts as a water softener de-vice that removes minerals from very hard water.

Using HARD/DEEP-WELL WATER would not guarantee the same function of the machine as that of SOFT WATER. It could clog the machine. Frequent E-cleaning is required, two (2) times a week at the least. With the above details in mind and with the knowledge of the E-cleaning requirement, Enagic Thailand, Shall hold the right to decline any complaint concerning solidification of minerals or clogging of the plates.

DISTRIBUTOR RESPONSIBILITIES

1. Fully educate yourself regarding the machines, health information, commissions, complete order processing, and general business practices.
2. Being responsible for training machine installation, operation, cleaning, maintenance.
3. Being responsible for training and fully educating all distributors in your downline in order to make them fully self-sufficient.
4. All questions should be answered within the group. The company should only be used as a last resort. More difficult questions should be directed towards your 6A's. No one should be told to call the company.
5. Do not make any health, monetary, or false claims. If you have knowledge of anyone making the above claims, please contact the company immediately.
6. No money is allowed to be exchanged in dealing with the water under any circumstances. That includes donations, as well as selling the water.
7. Read, fully understand, and abide by the company's Policies and Procedures.
8. Run your distributorship in an ethical manner.

I acknowledge that I have read, understand and agree all the terms and details on Distributor handbook and company policy. Distributor handbook and company policy could be downloaded from company web site www.enagic.co.th and the latest version shall prevail.

Distributor / User Signature
(Applicant)

Date