



ENAGIC AFRICA

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16th August 2024

Dear Valued Independent Distributor,

We are writing to express our sincere gratitude for your dedication and commitment to promoting true health through Kangen Water. Your hard work and passion are instrumental in helping people around Nigeria and Africa as a whole to access the transformative benefits of this revolutionary technology.

We are continually striving to improve our processes and ensure the integrity of our operations. To this end, we are implementing a new policy regarding refund requests for payments made into the Enagic Africa Limited account.

We have recently observed an unusual trend of customers making payments for Enagic products and then immediately requesting refunds. This practice disrupts our operations and creates unnecessary complications.

Therefore, we are implementing a new policy: effective immediately, any refund request will require the client to submit a fully endorsed request form, which will attract a processing fee of **NGN1,000.00** (One Thousand Naira Only).

This policy aims to safeguard our business and ensure fair practices for all parties involved. We believe it will help us to:

- **Reduce fraudulent activity:** By requiring a formal request, we can better verify the legitimacy of refund requests.
- **Streamline operations:** The new policy will simplify the refund process and reduce administrative burden.
- **Maintain transparency:** The processing fee will ensure that our resources are not misused, while also reflecting the administrative costs associated with handling refund requests.

We understand that this new policy may necessitate adjustments in your communication with clients, and we appreciate your understanding and cooperation. We remain committed to providing exceptional service and support to all our valued distributors.

If you have any questions or require further clarification regarding the new refund policy, please do not hesitate to contact us on sales@enagic.ng or call +2348131846095.

Thank you for your continued commitment and the pursuit of true health through Kangen Water.

Sincerely,

Signed

Management