

## Product Return Policy



The law mandating legally-acceptable returns is ten business days. In an effort to abide by this law, Enagic Australia Pty Ltd has established its return policy around this ten-day period. We also understand that there are extraordinary circumstances in which a longer period may be necessary.

When deciding upon approval by the Company the following strict guidelines are used:

1. If the new, unused machine is returned within 10 days of receipt, you will be refunded the full amount minus postage. (Shipping Fees)
2. If a new machine is returned more than 10 days after receipt, you will be charged with a restocking fee.\*
3. If a used machine is returned within 10 days of receipt, you will be charged with a restocking fee.\*
4. If a used machine is returned more than 10 days after receipt, you will be charged with a processing fee.\*\*
5. If a machine is returned more than 1 month after receipt, no refund is possible.
6. Shipping fees are not subject to refund.
7. Installment charges are refunded on a pro-rated basis.
8. The owner must pack the machine securely in its original package and return at the owner's expense.

\* Restocking fee = \$100

\*\* Processing fee: SD501 \$380   ≡   DXII \$310   ≡   Leveluk R \$280

ANESPA \$320   ≡   ANESPA MEMBER \$240

SUPER-501 \$700   ≡   SUPER-501 MEMBER \$410

Days are counted starting on the day that the order was processed or in case of shipping, begins with the date of signed delivery.

A) Ten days are business days; one month is counted as a calendar month.

B) A machine is considered used once water has been run through it.

I have read and accept the return policy described above.

---

Name (PRINT)

---

Applicant Signature

---

Date