



## Canada Return Policy Effective July 2014

We will be implementing a restocking fee in the New Year on all returns, subject to the terms and conditions herein;

Processing of Returns:

- All returns must be within **15 days of receiving the product.**
- The purchaser is responsible for the return shipping charges.
- Shipping and Installment charges are not refundable.
- If a refund, chargeback, or cancellation is issued for an **AMEX card, a 3.5% service fee will apply.**

### Unopened Return Policy:

- ⊖ All returns under this category must be in an unused condition, in the original packaging and with all warranty cards, manuals, and accessories. **Enagic Canada** reserves the right to inspect returns.
- ⊖ All returns under this category must not be damaged, installed or used.
- ⊕ Unopened returns are subject to a \$100 restocking fee plus tax. Unopened return of UKON is subject to a \$50 restocking fee plus tax. This restocking fee will be taken off the amount credited back.

### Opened Product Return Policy:

- ⊖ All returns under this category must be in the original packaging and with all warranty cards, manuals, and accessories. **Enagic Canada** reserves the right to inspect returns.
- ⊖ All returns must not be damaged. Any missing or used Items will be taken off the refund.
- Ⓜ Returns are subject to a 15% restocking fee plus tax. Restocking fee will be taken off the amount credited back. (SD501\$600, SD501-PT\$645, DXII\$495, JRII&ANESPA\$360, R\$222, Super501\$900, SD501 U\$747, K8 \$750) + Tax.

Upon receipt of your return, it takes us 5-10 business days to process your return and credit your account. The credit will be processed against your original form of payment.

### Processing of Returns:

Email the "Return Authorization form" or letter to [vancouver@enagic.com](mailto:vancouver@enagic.com) or Fax (604)214-0067 with the following information:

- 1) Distributor number or Customer code number.
- 2) Your full name, phone number, mailing address and email address.
- 3) Explanation regarding the reason for the return.
- 4) The machine must be packaged & shipped back to **Enagic Canada** within the allotted 15 days.

### **Cautionary Notes for the SD501-U**

- Installation is borne by the client. 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 SD501-U has been installed.

**I certify that I have read, understood, and agreed to the terms set forth in this policy. I further certify that**

**I have received a copy of this policy.**

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date \_\_\_/\_\_\_/\_\_\_\_\_

Updated on July'2014