Enagic USA INC. Return Policy (Effective 10/01/2026)

Machines

1. A full refund, minus shipping fees will be granted only if a product is returned and received by Enagic USA, Inc. ("Company")** new and unoperated within seven (7) days of receipt*.
2. A Restocking Fee (See Below) will be charged when:
   - A machine is returned used (e.g. water is run through the machine) within seven (7) days of receipt*.
   - A new/unoperated machine is returned after seven (7) days but before one (1) month of receipt*.
3. A used machine returned after seven (7) days, but before one (1) month, of receipt will be charged a Cancellation Fee (in lieu of a Restocking fee) (see below).

Model	SD501 DX	SD501	SD501-U	SD501-P	JRIV	Anespa DX	K8	Super 501
Restock Fee	$100	$100	$100	$100	$100	$100	$100	$100
Cancellation Fee	$800	$700	$900	$750	$500	$480	$900	$1,100

(Cancellation Fee for Member Anespa $360, Member Super 501 $950. Restocking Fee: $100)

4. A machine in any condition may NOT be returned for a refund after one (1) month following receipt*
   In the event of financing, the buyer understands and agrees to fulfill their monthly payment obligations in totality if the product is outside of the Return Period.

*Cautionary note for the SD501-U

The customer is solely responsible for installation. Company does not provide any installations. We strongly recommend hiring a carpenter and/or a 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.

Ukon Products (***Exceptions are listed below for "Kangen Beauté")

5. For Ukon Product only: A full refund minus shipping fees will be granted only if product is returned and received by Enagic USA, Inc unused within ten (10) Business days of receipt*. No cancellation will be accepted after ten (10) Business days of receipt*. **In the event of financing, the buyer understands and agrees to fulfill their monthly payment obligations in totality if the product is outside of the Return Period.** In the event any item of the product has been opened or partially consumed, a cancellation fee will apply.
   ***Kangen Beauté**- A full refund minus shipping fees will be granted only if product is returned unopened and received by Enagic USA, Inc within ten (10) Business days of receipt*. No cancellation will be accepted after ten (10) Business days of receipt* Any individual skincare set that has had its factory seal broken or outer packaging opened is strictly non-refundable. Any remaining individual skincare sets that are completely uncompromised, unopened, and factory-sealed within the same shipment are eligible for a proportionate refund. All partial returns are subject to a Cancellation Fee and account restructuring fee, which will be deducted from the final pro-rated refund amount.

Model	Ukon DD	Ukon 3DD (Sigma)	Kangen Beauté DD	Kangen Beauté Sigma
Cancellation Fee	$150	$400	$150	$400

6. **emGuarde**
   Returns will not be permitted if the plastic wrap has been torn or opened.
   A full refund, minus shipping fees, will be granted only if a product is returned and received by Enagic USA, Inc., unopened within seven (7) days of receipt*.
   A $100 Restocking Fee will be charged if an unopened emGuarde is returned after seven (7) days but before one (1) month of receipt*.
   Note: emGuarde may NOT be returned for a refund after one (1) month following receipt*
7. Shipping fees will not be refunded. Installment charges (number of payments multiplied by $20) are refunded on a prorated basis.
8. All machines, Kangen Beauté emGuarde and Ukon products must be securely packaged and returned to the Company**. Verify which location it should be sent to based on your location and product condition. (bottom of page #2)
9. **Proof of delivery is required for all returned products.** It is the buyer's responsibility to return the product safely and securely.

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10. *Track your shipment using the tracking number provided.

    If more than 20 DAYS have elapsed since your purchase date, contact Enagic USA IMMEDIATELY by emailing support@enagic.com or by calling (424) 307-0005 during normal business hours. Enagic USA will not be responsible for any claims after 25 DAYS of confirmed delivery date.

    ***Receipt refers to the date of pickup or date of signed deliver of the product.**

11. **Kangen Wagyu® Refund & Replacement Policy**

    Since our Kangen Wagyu® products are perishable, we cannot accept physical returns. However, your satisfaction is our top priority! If your order arrives damaged, thawed, or incomplete, please reach out to us within **24 hours of delivery** so we can resolve the issue.

    Common issues we assist with include:

    - Meat that arrived thawed, damaged or compromised in transit.
    - Incorrect or missing items.
    - Other product quality concerns.

    How to Report an Issue

    If you experience a problem with your delivery, please email kangenwagyuship@enagic.com within **24 hours of delivery**.

    To help us resolve your issue as quickly as possible, please include the following details in your email:

    - **Account Information**: Your Distributor ID and a clear photo of your invoice.
    - **Details**: Write a brief description of the issue or defect.
    - **Photos of the Issue**:
        - Clear photo(s) of the affected product.
        - Photo(s) of the top and bottom of the outer shipping box.
        - Photo(s) showing the internal liners and insulation materials.
    - **Preference**: Whether you would prefer a refund or a replacement delivery.

    IMPORTANT: For health and safety reasons, do not attempt to send the product back to us. You may dispose of the product safely once you have submitted your request.

    Review & Processing

    The photos and details you provide help us resolve your claim quickly and allow us to continuously improve our packaging and delivery process. Once we receive your email, our team will carefully review your information and follow up with you as soon as possible. In rare cases, we may reach out for additional context to ensure we provide the best solution.

    Policy Exceptions

    To ensure fair service and maintain our strict quality standards, we are unable to offer refunds or replacements in the following situations:

    - Deliveries refused by the recipient or sent back without prior authorization.
    - Failed or incorrect delivery due to an incomplete or inaccurate shipping address entered at checkout.
    - Improper storage, handling, or thawing after successful delivery.
    - Claims submitted more than 24 hours after delivery completion.

    Our customer care team is always happy to assist you. Thank you for choosing Kangen Wagyu®, and we look forward to providing you with an exceptional experience!

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Supply Order Return Policy

- You may return all unopened supplies purchased through Enagic Online Store/Fax/ Email/phone within thirty (30) days of the original purchase date.
- If there is any error in your order, please contact us within five (5) days of your original receipt date.
- We will pay the return shipping costs if the product is defective or the return is a result of our error. If the item is returned for any other reason, you are responsible for the return shipping cost.
- **If your order was picked up at a branch, it must be returned to that location**.
- **If it was ordered online, it must be returned to the location from where it was sent.**
- Please call our office* at (310) 542-7700, email us at support@enagic.com, or Chat with us at www.enagic.com before you return any merchandise. Please have your order number ready when you contact us.
- We will credit you in the same manner as your original payment within seven (7) days of receiving the returned item.

If a refund, chargeback, or cancellation is issued for an AMERICAN EXPRESS CARD, a 3.5% service fee will apply.

Return Policy & Shipping Notice

Please review the terms above to verify your item is eligible for return, as exceptions do apply.

Ineligible Returns: Items received that do not meet our return conditions will not be accepted for a refund. We will contact you to arrange a return shipment back to you at your expense.

Shipping Address: Eligible returns must be sent to the specific address designated for that product and its condition. Please check the return addressed below for your item(s). Shipping your item to the wrong location may result in additional fees.

******Enagic Plano Warehouse 1600 Capital Avenue, Suite 200, Plano, TX 75074 ***New machines (No water has been run through the unit),* emGuarde, *Ukon* *(other than Kangen Beauté)* *& Supplies* (exc. Hawaii orders)**
Enagic Hawaii Warehouse 524 Keawe Street #130, Honolulu, HI 96813 **All Machine, emGuarde, Ukon & Supplies for orders in the Hawaii territory.
** Torrance Warehouse 4115 Spencer Street, Torrance, CA 90503 ***Kangen Beauté &* Machine Returns where water has been run through the unit and it has been less than 30 days (exc. Hawaii orders)**

I have read and fully understand all the stipulations on pages 1,2 and 3 of this Return Policy.

Print Name: _____

Applicant Signature: _____

Date: _____