



## Canada Return Policy Effective August 2020

### Processing of Returns:

- All returns must be submitted 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 Box Return Policy:

- ① 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.
- ② All returns under this category must not be damaged, installed or used.
- ③ Returning unopened items such as Machines or Ukon  $\Sigma$  are subject to a \$100 restocking fee plus *tax* (12% for orders processed by Vancouver Office, 13% for orders processed by Toronto Office). Unopened return of Ukon DD is subject to a \$50 restocking fee plus *tax* (12% for orders processed by Vancouver Office, 13% for orders processed by Toronto Office). This restocking fee will be withdrawn from the re-credited amount.

### Opened Product Return Policy:

- ① 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.
- ② All returns must not be damaged. Any missing or used Items will be taken off the refund.
- ③ Returns are subject to a 15% restocking fee plus tax (TAX: 12% for orders processed by Vancouver Office, 13% for orders processed by Toronto Office). Restocking fee will be taken off the amount credited back.  
(K8 \$750, SD501 \$600, SD501-PT \$645, JR11 \$360, ANESPA DX \$465, ANESPA DX (E8PA members only) \$372, R \$222) + Tax, and UKON  $\Sigma$  (Sigma) \$297 + Tax.

Upon receipt of your return, it will take 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" with the following information to:

Vancouver branch at [vancouver@enagic.ca](mailto:vancouver@enagic.ca) or Fax (604)214-0067;

Toronto branch at [toronto@enagic.ca](mailto:toronto@enagic.ca) or Fax (416)445-6594.

- 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.

- 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 \_\_\_\_/\_\_\_\_/\_\_\_\_