

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
KANGEN8 \$500 ≡ SUPER-501 \$700

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