



Return & Refund Policy

ENAGIC (MALAYSIA) SDN BHD No. 971103-W (AJL931978)

Each Enagic Malaysia Distributor is bound by his/her Distributor Agreement and the Policies and Procedures to honor this guarantee.

Time Limited

A full refund will be granted only if a product purchased within ten (10) days from the date of purchased (Cooling Off Period). Conditionally, the machine has not been delivered or released from the Enagic Malaysia Office. Should the purchaser wishes to proceed with the refund (any reason), he/she is required e-mailed to malaysia-sales@enagic.com with Request Cancellation in the subject line, include the date of the order and purchaser's name within the Cooling Off period.

The purchaser will rescind and waive the above rights should the machine has been delivered or released from the Enagic Malaysia Office within the ten (10) days from the date of purchased (Cooling Off Period).

We will refund 90% of the total amount minus shipping fees if a product purchased within one hundred eighty (180) days from the date of purchased. Should the purchaser wishes to proceed with the refund (any reason), he/she is required e-mailed to malaysia-sales@enagic.com with Request Cancellation in the subject line, include the date of the order and purchaser's name within one hundred eighty (180) days from the date of purchased.

Terms & Conditions

Machine returns (returned or exchanged items must be new and unused condition) must be in the original packing and with all warranty cards, manuals and accessories. The purchaser is responsible for the return shipping charge, it is the buyer's responsibility to return the product safety and securely. Shipping fees will not be refunded.

New and Unused means that there are no scratches, marks or blemishes on the item, lost or stolen parts, damage due to personal use, misuse or negligence. We do not accept a return of any item with any indication that it has been used. Machine is considered used once the Protective Seal has been altered, removed and nullified by opening the box.

Refund & Distributor Agreement Termination

Enagic (M) Sdn Bhd requires a sponsor and up line(s) to repay commission and bonuses paid to him/ her on product. Distributor/User not allows to conclude and sign the Distributor Agreement with Enagic (M) Sdn Bhd within one hundred eighty (180) days after termination.

Note: Enagic (M) Sdn Bhd does not permit the return or replacement of damaged products because of mishandling. We reserve the right to the explanation and decision of refund and replacement policy here at any time.

I have read and fully understand all of the stipulations stated above.

Name: _____

Applicant Signature: _____

Date: _____