



ENAGIC® (MALAYSIA) SDN BHD
(201101042983)(AJL931978)

DELIVERY POLICY

English Version

Please be informed that Enagic® (Malaysia) Sdn Bhd, (hereinafter referred to as “Enagic® (M)”, “Us”, “Our” and “We”) has the rights to amend this provision of policies at any time and any amendment shall be in cooperated into the agreement. Enagic® (Malaysia) Sdn Bhd (Company No. 201101042983), with our registered office and principal place of business at Unit 25-6 & Unit 27-6, The Boulevard, Mid Valley City, Lingkaran Syed Putra, 59200 Kuala Lumpur, Malaysia is committed to protect your rights as our distributors and users with the highest levels of service.

Please be informed that merchandise, (hereinafter referred to as “machines”, “emGuarde” and “Kangen Air”), Kangen Ukon Sigma Softgels, Kangen Ukon & Honey Soap and Botanical Beverage Mix Turmeric, (hereinafter referred to as “Ukon®”) and merchandise and Ukon®, (hereinafter referred to as “goods”).

1. SHIPPING RATES AND FEES.

Shipping rates and fees may vary depending on the delivery address and total weight of your order.

We will charge for the shipping rates and fees for goods; machines, Ukon® and accessories separately. The combination of all goods is not allowable.

Submission of Application

Merchandise: Shipping rates and fees for machines are outlined in the Product Application Form and must be submitted to sales@enagic-my.com.

Ukon: The product price for Ukon includes the shipping rates and fees, as specified in the Ukon Application Form and must be submitted to ukon@enagic-my.com.

Accessories: For accessories, shipping rates and fees will be advised by our Customer Service Personnel once the Supply Order (Accessories) Form is completed with delivery details and submitted to info.supply@enagic-my.com.

Enagic® Web Shop

Purchases of our products can be made directly at our newly designed Web Shop; <https://www.enagic-my.com/shop/>. The total figure of shipping rates and fees shall be calculated by the system at the end of the page when you are placing the order.

2. DELIVERY INFORMATION.

To ensure smooth and speedy delivery, kindly provide full information such as name of the recipient, contact number and complete address with the postcode of the destination in the Product Application Form, Ukon Application Form, Supply Order Form and Enagic® Store.

Our courier as appointed is GD Express for Malaysia region only.

We shall not accept shipments in which the delivery address is a P.O. Box address, except for destinations in Sabah with the contact number of the recipient.

We allow our distributors to deliver the parcel to any of GDex branches. However, complete information needs to be provided and we shall still charge the shipping rates and fees accordingly.

3. SHIPPING PERIOD.

Shipment will take roughly three (3) to five (5) working days to be completed from the next date of purchase. However, it may take longer should the information provided was incorrect, incomplete or non-availability of the recipient at the destination.

*Shipment to Indonesia, USA, Mexico, Canada and other countries Distributors for **emGuarde's personal import** will take roughly ten (10) to fourteen (14) working days to be completed from the next date of purchase. However, it may take longer should the information provided was incorrect, incomplete or non-availability of the recipient at the destination or for custom clearance purposes.*

4. UNDELIVERED PACKAGES AND/OR UNACCEPTABLE SHIPMENTS.

In the event of non-availability of the recipient at the location, GDex personnel shall leave a ticket to notify you that they have attempted the delivery on that day. You are required to contact the number provided and liaise with the GDex personnel for the next delivery attempt.

Packages shall be returned to us should you have failed to contact the GDex after a week. You are required to make another shipping rates and fees in order for us to redeliver to you.

5. SHIPPING INSURANCE.

Enagic® (M) does not provide any insurance for our shipment.

We shall not be liable for any damages taken by the packages from the moment the packages leave Enagic® (M) office and during shipment.

However, you may always opt for an insurance policy to cover your shipment while in transit in order.

6. CONTACT US.

Should you have any concerns, queries, requests and complaints in regard to the Delivery Policy, please reach us directly during office hour as below:

Person: Muhammad Nur Hafiz bin Abdul Shukor (Jerry)
Contact No.: 603 2282 2332
Email: compliance@enagic-my.com