



Created by
Compliance Department

Compliance Guideline

Syarat-Syarat Lesen Jualan Langsung

Enagic (Malaysia) Sdn Bhd
(201101042983) (Direct Sales License No.: AJL 931978)



Introduction

Direct Sales and Anti-Pyramid Scheme Act 1993

Enagic (Malaysia) Sdn Bhd is **a valid holder of the Direct Sales License** and it is required and expected for Enagic to abide by the Direct Sales and Anti-Pyramid Scheme Act 1993 and its regulations.



1. Identification

Enagic distributors are required to identify themselves towards their prospective buyers.

You are also required to indicate the purpose of the visit/call and comply to the requests.

What are the documents that you are required to present to the prospective buyers?

1. Identification Card (IC); and
2. *Kad Kuasa* (Authority Card).



1. Identification

Section 18 – Persons negotiating door-to-door sales to produce identification card and authority card

(1) Any person negotiating a door-to-door sale shall produce to the prospective purchaser –

- (a) his national registration identification card; and
- (b) his authority card which shall contain such particulars as may be prescribed.

(2) Any person who fails to produce his national registration identification card or authority card or who produces an authority card which contains any false or misleading information shall be guilty of an offence.



1. Identification

Where can you get your ***Kad Kuasa (Authority Card)***?

- Upon completion of registration, Enagic will provide a copy of Authority Card.

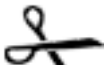
What should you do if you have lost your ***Kad Kuasa (Authority Card)***?

- You are required to sent an email to malaysia-sales@enagic-my.com, providing your Full Name and Distributorship Number.





1. Identification

Enagic® Independent Distributor Card (Authority Card)

 Cut here

Fold this line

Enagic® Independent Distributor Card	
<p>This Independent Card is INVALID without a photograph (3.3cm x 3.8cm)</p> <p>Applicable for Malaysia ID only</p>	<p>NAME _____ TEL _____</p> <p>INDEPENDENT DISTRIBUTOR NO _____ MEMBER SINCE _____</p> <p>ENAGIC® (MALAYSIA) SDN BHD IS A MEMBER OF </p> <p>THIS CARD REMAINS THE PROPERTY OF ENAGIC® (MALAYSIA) SDN BHD (971103-W) (Direct Sales License No: AJL 931978)</p>
	<p>THIS CERTIFIES THAT individual whose picture and information appears on this card is an authorized ENAGIC® INDEPENDENT DISTRIBUTOR, subject to compliance with ENAGIC®'S SET OF POLICIES and relevant regulations and laws of Malaysia.</p> <p>ENAGIC® INDEPENDENT DISTRIBUTORS are independent business people who pursuing ENAGIC®'s business on their own accord directly to individuals, homes and businesses.</p> <p>In the event that TERMINATION occurs, AUTHORIZED INDIVIDUAL agrees to return this ENAGIC® INDEPENDENT DISTRIBUTOR CARD voluntarily to ENAGIC® (Malaysia) Sdn Bhd's office within fourteen (14) days from the final termination date took effect.</p> <p>AUTHORIZED BY:  Shermin Lam Jia Min Branch Manager</p> <p>THIS CARD REMAINS THE PROPERTY OF ENAGIC® IF FOUND, KINDLY RETURN TO THE ADDRESS BELOW: ENAGIC® (MALAYSIA) SDN BHD (971103-W) (Direct Sales License No: AJL 931978) Unit No 25-6 & 27-6, The Boulevard, Mid Valley City, Lingkaran Syed Putra, 59200, Kuala Lumpur, Malaysia. Tel: 03-2282 2332 www.enagic-my.com</p>

**** Please print this card on white A4 size paper only.**



2. Cooling-off Period

Enagic distributors are required to clearly explain about the **cooling-off period** towards his/her prospective buyers.

What is **cooling-off period**?

- Rights granted by the Direct Sales Act towards the purchasers to request for complete cancellation and refund.

How many days of **cooling-off period**?

- **10 working days** from the date of purchased.



2. Cooling-off Period

The provision covers up to **100% conditional money back guarantee** on machines and Ukon to all customers.

What are the conditions **cooling-off period**?

- Purchaser has acknowledged and decided to maintain his/her rights by delaying the collection or delivery of the goods till the 11th working day.
- No goods may be released or delivered within 10 working days; and
- Purchaser is required to notify the company via email; malaysia-sales@enagic.com and fill up the **Kontrak Jualan Langsung / Pesanan Pelanggan (Cooling-Off Period) Form**.



3. Business Conduct

Set of rules that details an organization's values, ethics, and beliefs alongside the rules that govern legal compliance. It also represents the principles and ethical standards that an entity upholds.

Enagic distributors are required to **safeguard and promote the reputation of the products and services of the company** and shall refrain from all conduct which might be harmful to the reputation of the company or to the marketing of such products and services.



3. Business Conduct

What are considered as harmful and inconsistent with public interests?

- discourteous, deceptive, misleading, unethical, immoral conduct or practices.
- practicing coercive/persuasive/fraudulent sales including sweepstakes, free gift agreements, discounts or sponsorships and issuing other leaflets.

Distributors shall not advertise company products and services and/or marketing plans except as the information came directly from company.



3. Business Conduct

What should you do if you are unsure about certain products and services and/or marketing plan?

- Always refer back to the company for further clarifications.

Business conduct caters wide range of activities and aspects that intertwine with **other law, regulations and requirements of the countries.**



4. Disciplinary Actions

Company is required to take **disciplinary actions** towards distributors for the violation of policies, the agreement, terms and conditions or any illegal, fraudulent, deceptive, or unethical business conduct.

Enagic is obligated to provide information, documents and/or actions taken towards the offenders, if it is requested by the ministry, agencies, prosecutor and/or by the court.



4. Disciplinary Actions

What are disciplinary actions that company may take against distributors?

- Issuance of a written warning or admonition; and/or
- Imposition of fine, which may be imposed immediately or withheld from future commission checks; and/or
- Reassignment of all or part of a distributor's organization; and/or
- Freezing of commissions for an indefinite period; and/or
- Suspension, which may result in termination or reinstatement with conditions or restrictions; and/or
- Termination of the distributorship.



Contact Us

Should you need further assistance,
please contact us at:



compliance@enagic-my.com



www.enagic-my.com



+03 2282 2332