

ENROLLER SIGNATURE/DATE

## **REPLACEMENTPOLICY**

### **Rationale**

Enagic Philippines Inc. shall replace the product if the product is of substandard quality.

### **Time Limit**

Distributor/User must return the defective product within seven (7) days from date of receipt of the product. Enagic Philippines, Inc. reserves the right for explanation and decision for replacement. Product must be confirmed upon receipt.

### **Procedure**

1. If a problem arises from installation, please inform your distributor to see how the problem may be solved. If your sponsor cannot solve the problem, please contact Enagic Philippines.
2. Please bring or send your product to **16th Floor, A.T. Yuchengco Centre, 26th and 25th Streets, BGC, Taguig City**. Please note distributor's/user name, ID, contact information and the defect.
3. The purchaser shall be responsible for the replacement and the shipping charges. All shipping charges shall not be refundable.
4. Enagic Philippines, Inc shall not be responsible for damages caused by carriers of your choice. If your product is damaged during shipment, the product shall not be replaceable.
5. Enagic Philippines, Inc. shall inspect the product and make decision to replace the unit or not. Once replacement decision has been made by the Management, Enagic will contact you by email or phone.

## **RETURN POLICY**

### **Rationale**

Enagic Philippines Inc. shall accept the return of the product if the product is in a new and unused condition.

### **Time Limit**

The company shall accept the return of the machine/s if the machine/s is in new, unused, and resalable condition; must be in its original packaging with complete warranty documents, manuals and accessories. This shall mean that the machine/s does not have scratches, marks, must not have lost or missing part and must not have any damages. Distributor or User must return the product within 60 days. The company reserves the right to inspect the machine and make decision for return.

## Procedure

1. Please contact our staff by email, phone or fax before coming to the office.
2. Please bring the copy of Product Order Form & Distributor Agreement and sales invoice.
3. All returned items must be in a new and unused condition; must be in the original packaging and with complete warranty documents, manuals and accessories. **"New and Unused"** shall mean that the item/machine does not have scratches, marks or blemishes; must not have lost or missing parts; must not have any damages due to personal use, misuse or negligence.
4. Enagic Philippines, Inc. shall not accept any return of item with any indication that it has been used. A machine shall be considered used once water has run through it.
5. The purchaser shall be responsible for the return and the shipping charges. All shipping charges shall not be refundable.
6. Enagic Philippines, Inc. shall not accept returns with damages caused by carriers of your choice. If your product is damaged during shipment, Enagic Philippines, Inc. shall not accept the return. Management shall decide to approve returns. The Distributor/User shall be informed of the decision by Enagic Philippines, Inc. Enagic Philippines, Inc. shall require a sponsor or an upline to repay whatever commissions and bonuses have been paid on the sale of the product.

## Short Supply

If stock is in shortage for replacement, Enagic Philippines, Inc. shall contact the Distributor/User by email or telephone if stock is available.

### Note:

Enagic Philippines, Inc. shall not permit the return or replacement of defective or damaged products due to mishandling. Enagic Philippines, Inc. reserves the right to an explanation and decision on refund and on replacement policies.

I acknowledge that I have read and understood the Return and Replacement Policies and agree to the terms and conditions set forth above.

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Applicant/User Signature/Date

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Distributor Signature/Date



**Enagic Philippines, Inc.**

16F A.T Yuchengco Centre, 26th and 25th Streets  
Bonifacio Global City, Taguig City, Philippines  
Tel: (632)8519-5508 Fax: (632)8808-3885

## **ENAGIC IONIZERS PRE-FILTER REQUIREMENTS**

Pre-filters are required for optimum operation of all water ionizer installations. This is due to the quality of water throughout the Philippines. The installation of pre-filters shall allow the machine filter to be utilized more efficiently to enhance the operation of the ionizer. Please purchase your own set of pre-filters from department stores who sell water filtration systems.

### **Take note of the following recommendations:**

Pre-filters used in SOFT WATER should have a minimum of two (2) canisters with the following three types of filter cartridges:

**1. Five (5) micron sediment.** Filters, dirt, rust and other contaminants. Fiber cartridges are available. Fiber cartridges are disposable.

**Maintenance:** The five (5) micron sediment filter needs to be changed with the change of its appearance. The white filter will turn brown as the trapped sediment level increases. The filters should be changed at any time based on visual appearance. To determine the life of the filters, turn the filters upside down. If the brown color reaches the plastic core, the filtration capability of the filter has been fully utilized. This is the time to change cartridge. Another indicator to change filter is when the water flow through the machine is slow or has stopped. The pre-filter may be clogged.

**2. Carbon Charcoal.** These filters chlorine and prevents unpleasant odor. Disposable.

**Maintenance:** The carbon charcoal filter may be changed every three (3) to six (6) months depending on the chlorine level in the tap water. Periodic chlorine tests on the filtered water that flowed through the pre-filter unit before it flows through the ionizer will determine when this filter needs to be changed. To test this pre-filter, pull off the white machine hose connection to the filter. Turn on the faucet and let the water flow through the pre-filters. Collect a sample of water coming out of the carbon charcoal spout. Test for chlorine. If the chlorine test is positive, the pre-filter is not working. Change the carbon charcoal cartridge.

**3. Ion Exchange Filter.** This filter, if required, shall be installed as a third (3<sup>rd</sup>) canister. This acts as a water softener device that removes minerals from very hard water.

Using HARD/DEEP-WELL WATER would not guarantee the same function of the machine as that of SOFT WATER. It could clog the machine. Frequent E-cleaning is required, two (2) times a week at the least. With the above details in mind and with the knowledge of the E-cleaning requirement, Enagic Philippines, Inc. shall hold the right to decline any complaint concerning solidification of minerals or clogging of the plates.

The pre-filter canisters may be purchased from Enagic Philippines, Inc. as well as from various pre-filter stores that sell water filtration systems.

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Applicant Signature over Printed name/Date



**Enagic Philippines, Inc.**

16F A.T Yuchengco Centre, 26th and 25th Streets  
Bonifacio Global City, Taguig City, Philippines  
Tel: (632)8519-5508 Fax: (632)8808-3885

## **SPONSORSHIP AGREEMENT**

Date: \_\_\_\_\_

I, \_\_\_\_\_ (Name of Applicant), hereby confirmed that my direct  
sponsor is MR./MS. \_\_\_\_\_ (Name of Sponsor) with ID  
number \_\_\_\_\_.

\_\_\_\_\_  
Applicant Signature over Printed Name/Date

\_\_\_\_\_  
Sponsor's Signature over Printed Name/Date