

CIRCULAR

Circular No.: EIKB-CIR-0721068

Date: 28-04-2025

Dear Valuable Independent Distributors,

Hope this message finds you in good health and spirits!

Thank you for your commitment to advancing Enagic's "True Health" philosophy.

We would like to inform you of an important update to our service and warranty policy regarding machines purchased at discounted prices/ altered prices/quotation of prices other than what company has offered/ extra benefit attached with the machine etc., including but not limited to machine(s) bought through unauthorised online platform, third party-websites, social media platform, newspaper advertisement, signage boards advertisement or any other non-official channels. Effective immediately, the following conditions will apply:

- Machines purchased at a discounted price will not be eligible for any service from our company. This includes routine maintenance, repairs, and any other service-related support.
- The warranty period for machines bought at a discounted price will be cancelled. These machines will not be covered under our standard warranty terms and conditions.

Please note, uplines will be held jointly responsible, regardless of personal involvement, for lack of oversight or guidance within their teams. No exceptions will be made. We urge all distributors to communicate this policy clearly to their clients to avoid any misunderstandings. Our goal is to ensure transparency and maintain the integrity of our service and warranty offerings.

This circular is issued under the direct instructions of Mr. Tomo Takabayashi, Chief Marketing Officer, Enagic Marketing.

Thank you for your cooperation.

For Enagic India Kangen Water Pvt Ltd



Legal Compliance and MMF Dept.

