



Circular No.: EIKB-CIR- 0721098

Date: 17.06.2026

CANCELLATION, RETURN & REFUND POLICY

Enagic India Kangen Water Private Limited ("Enagic India", "Company", "we", "our", or "us") is committed to ensuring customer satisfaction and maintaining transparent and fair business practices in accordance with applicable laws of India.

This Cancellation, Return & Refund Policy ("Policy") applies to all purchases made through Enagic India, its authorized distributors, direct sellers, and official sales channels.

The clauses stated on the website are not final and shall not be considered binding; all refunds, cancellations, and returns are subject to the specific warranty applicable to each product and the policy procedures detailed in the latest version of the handbook.

1. ORDER CANCELLATION

Customers may request cancellation of an order by contacting Enagic India through email or customer support before the order has been processed or dispatched.

Email: support@enagic.co.in

Customer Care: customercare-india@enagic.co.in

Cancellation requests shall be subject to acceptance by the Company. Once the order has been processed, shipped, or delivered, cancellation may not be permitted.

If the cancellation request is accepted, the refund shall be processed within 7 to 10 business days through the original mode of payment.

2. 30-DAY MONEY BACK GUARANTEE

Enagic India offers a 30-day Money Back Guarantee to Direct Sellers, Preferred Customers, and retail customers for eligible Enagic products.



Customers may return eligible products within thirty (30) days from the date of purchase, subject to the following conditions:

- The product must be unused and unopened;
- The original seal and packaging must remain intact;
- The product must not be damaged, altered, or tampered with;
- The product must be returned in “Currently Marketable Condition” as determined by the Company upon inspection.

“Currently Marketable Condition” means products that are unopened, unused, undamaged, and in saleable condition.

Products used for demonstration, trial, installation, or personal use shall not qualify for refund eligibility.

3. COOLING-OFF PERIOD FOR DIRECT SELLERS

In accordance with applicable Direct Selling laws, a Direct Seller may cancel his/her distributorship within thirty (30) days from the date of purchase or without penalty in case of returning the machine and claiming the refund made by the payer/customer.

Eligible products purchased during such period may be returned within thirty (30) days, subject to the products being in Currently Marketable Condition along with proof of purchase.

4. RETURN OF PRODUCTS

To initiate a return request, the customer or Direct Seller must:

- Submit the refund or return request within the applicable return period;
- Provide the original invoice or proof of purchase;
- Return the product in proper packaging and marketable condition.

Products must be returned to:



Enagic India Kangen Water Private Limited

10th Floor, Summit Tower A,
Brigade Metropolis,
Whitefield ITPL Main Road,
Garudachar Palya,
Mahadevapura,
Bengaluru – 560048, Karnataka, India.

Enagic India reserves the right to inspect the returned product before approving any refund or replacement request.

5. REFUND PROCESS

Upon receipt and successful inspection of the returned product, Enagic India shall process the eligible refund within ten (10) business days.

Refunds shall be issued only to the original purchaser and through the original mode of payment. The payment shall not be made to any other account even if they have NOC from the original payer.

Any commission, incentive, sales margin, or benefits paid on returned products shall be reversed, recovered or adjusted in accordance with Company policy. And any refund to the Customer shall only be done once the recovery is done. The 10 days' time mentioned shall be calculated once the recovery is done.

6. RETURN OF UNSOLD INVENTORY AND SALES AIDS

If a Direct Seller terminates his/her distributorship, unsold inventory or sales aids purchased within ninety (90) days prior to cancellation may be returned subject to the following conditions:

- The products must be unused and in marketable condition;
- Original proof of purchase must be provided;
- The products must be capable of resale.

The Company reserves the right to deduct up to ten percent (10%) of the original net cost towards handling and processing charges.

7. EXCHANGE FOR MANUFACTURING DEFECTS

Products found to contain genuine manufacturing defects may be eligible for repair or replacement in accordance with the applicable Warranty Policy of Enagic India.

The Company reserves the right to inspect and verify the defect before approving any replacement or repair.

8. PRODUCT WARRANTY

Certain Enagic products may be covered under separate warranty terms and conditions. Customers are advised to refer to the applicable Warranty Policy, product manual, or warranty card supplied with the product for detailed warranty coverage, exclusions, and service terms.

Warranty coverage may vary depending on the product model and category.

9. NON-RETURNABLE AND NON-REFUNDABLE ITEMS

The following items shall not be eligible for return or refund:

- Used or damaged products;
- Products with broken seals or damaged packaging;
- Opened literature, videos, or sales aids;
- Promotional merchandise including apparel, caps, pens, and accessories;
- Customized or special-order items;
- Products damaged due to misuse, mishandling, unauthorized repair, servicing or transportation.

10. FRAUDULENT OR SUSPICIOUS TRANSACTIONS



Enagic India reserves the right to refuse, suspend, or cancel any order if fraudulent, suspicious, or unauthorized activity is suspected.

This includes, without limitation:

- Use of invalid or misleading contact information;
- Unauthorized use of payment instruments;
- Submission of false or inaccurate information;
- Excessive or abnormal return requests;
- Refusal to accept confirmed orders;
- Returning incorrect or substituted products;
- Any activity intended to misuse Company policies.

If payment has already been processed for a cancelled order, the eligible amount shall be refunded after verification and applicable deductions, if any.

11. LIMITATION OF LIABILITY

Enagic India shall not be liable for any indirect, incidental, consequential, or special damages arising from misuse of products, unauthorized repairs, improper handling, failure to follow product instructions or misconduct of the distributors.

Nothing contained herein shall limit statutory rights available to consumers under applicable law.

12. GOVERNING LAW AND JURISDICTION

This Policy shall be governed by and construed in accordance with the laws of India.

Any disputes arising out of or relating to this Policy shall be subject to the exclusive jurisdiction of the competent courts at Bengaluru, Karnataka.

13. CONTACT DETAILS

For any queries relating to cancellations, returns, refunds, or warranty support, please contact:

Enagic India Kangen Water Private Limited

10th Floor, Summit Tower A,
Brigade Metropolis,
Whitefield ITPL Main Road,
Garudachar Palya,
Mahadevapura,
Bengaluru – 560048, Karnataka, India.

Email: support@enagic.co.in

Website: www.enagic.co.in

080-62387900 and customercare-india@enagic.co.in

For Enagic India Kangen Water Pvt. Ltd.


Takayuki Minegishi
Director.

