



Enagic (Thailand) Co., Ltd.

Distributor Handbook

Effective 1st January, 2019

This document supersedes all previous editions

For Thailand Territory Asia (Cambodia, Laos, Myanmar and Vietnam)

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Letter to the New Distributor

Congratulations and welcome to Enagic Thailand! You have made the first step towards success.

This booklet contains detailed information regarding the application procedure, as well as answers to general questions that you may have. Please utilize this booklet not only when conducting your own business, but as a tool to train your team. Remember, the more knowledge you know, the more you grow! Should you have any further questions regarding something not covered in this booklet, there are a few steps that need to be taken before contacting the company. First, you need to call your up line, or your up line's up line (suggest your 6A would be best). Second, you need to check our website as we have many updates, and other general information there. Third, you can call the company to get any assistance that you may need after exhausting the first two options. Keep in mind that you have entered into a preexisting team. You may feel as though you are alone at times, but that is when you need to reach out most and get connected. You are not alone! There are hundreds, if not thousands, of people in your group willing and ready to lend a hand to help you build your own team and business.

****Please read this booklet in its entirety before submitting any applications****

Distributor Responsibilities

As a distributor you have many responsibilities that are vital not only to your success, but are important in ensuring all interactions with the company are as productive as possible. It is very important to understand that you are not working for Enagic, or vice versa, but are working on your own entity. The role of Enagic is to complete the orders that are obtained through your hard work, as well as to provide a foundation and general rules to ensure order amongst all of the "business" owners. In order to ensure optimal success please be sure to fully understand and be prepared to fulfill your responsibilities.

Distributor responsibilities are as follows:

1. To join Enagic training, fully educate yourself regarding the machines, health information, commissions, complete order processing, and general business practices.
2. Being responsible for training and fully educating all distributors in your downline in order to make them fully self-sufficient.
3. All questions should be answered within the group. The company should only be used as a **last resort**. More difficult questions should be directed towards your 6A's. **No one should be told to call the company.**
4. Do not make any health, monetary, or false claims. If you have knowledge of anyone making the above claims, please contact the company immediately.
5. No money is allowed to be exchanged in dealing with the water under any circumstances. That includes donations, as well as selling the water.
6. Read, fully understand, and abide by the company's Policies and Procedures.
7. Run your distributorship in an ethical manner.
8. Being responsible for training machine installation, operational, cleaning, maintenance.

1. Instructions for filling out the Application.

a.) Purchasing as a Asia (Cambodia, Laos, Myanmar and Vietnam) Distributor

When filling out an application, a new distributor needs to completely fill out and submit the **Distributor Agreement and Product Order Form**, as well as the **Return Policy**.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to **www.enagic.co.th**

General Information

- You can click on the link above to download the Product Order Form and Distributor Agreement as an Adobe Acrobat file and fill out **every section**.
- Please attach copy of your identity card or other identification documents, e.g. If the applicant is a company, please attach a copy of the Business Registration Certificate of the company.
- Make sure **TO SIGN IT** and **HAVE YOUR SPONSOR SIGN IT AS WELL** before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important and will be needed to ensure your application is completed. You need to fill in your sponsor's name, and distributor ID number.
- Be sure to specify which model is being purchased in the "PRODUCT ORDER" section.
- Check the " Payment" box
- After Enagic send you the shipping quotation, please input the total cost that the buyer is paying.
- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. For example, in case where a husband and wife want to be distributors, they need to fill out separate application form.
- The “APPLICANT BANK INFORMATION” section must be filled with the applicant’s bank information. The bank account holder’s name must be same as the applicant.

- You must be at least 18 years of age to apply for the the Enagic User/Distributor.
- Nicknames are not allowed on the application. The name written on the Distributor Application must be the same as what is written on and Enagic Financing forms.
- In the section that says "Register the applicant as []", the sponsor needs to state what line the sale will be under, for example, if the sponsor has 7 sales previously, they need to write the number 2 to signify that the new sale will create a 2A leg for them. If the sponsor has 14 sales previously, they can choose to either make the new sale their 2A or 3A leg.
- Copy of identity card and other document is needed in order for the applicant to be processed as a distributor and User.

Specific Information and Explanations

- If the applicant's name and the name on the bank account or card used to pay for the unit are not the same, the alternate payer form must be filled out. If user/distributor is purchasing a machine under their company name, but paying with their personal credit card or bank account, they would need to fill out the alternate payer form.
- The **Return Policy** form needs to be signed by the applicant in the designated areas to signify that he/she understands the policies.
- Please note that application with missing information with the payment in advance will be placed into a pending file. The applicant needs to fill up a Pre-paid Agreement.
 - All products are shipped via DHL and therefore cannot be shipped to P.O. Boxes. Please write a physical address as the alternate shipping address in order to ensure the machine arrives at the correct destination.

*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, PayPal, and Siam pay (with credit card information as backup).

*For Vietnam order accept by full payment only and transfer to officelial join stock in Vietnam.

b.) Purchasing as a Asia User (Cambodia, Laos, Myanmar and Vietnam)

When filling out and submitting an application for a User, the Product Order Form and Return Policy need to be filled out. A User is someone that purchase a machine for self-use only.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to **www.enagic.co.th**

General Information

- You can click on the link above to download the Product Order Form and Distributor Agreement as an Adobe Acrobat file and fill out **every section**.
- Make sure **TO SIGN IT** and **HAVE YOUR SPONSOR SIGN IT AS WELL** before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important to ensure your application can be completed. You need to have your sponsor's name and distributor ID number filled in.
- Be sure to specify which model is being purchased in the "PRODUCT ORDER" section,
- Check the "Payment" box
- After Enagic send you the shipping quotation, please input the total cost that the buyer is paying.
- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. For example, in case where a husband and wife want to be distributors, they need to fill out separate application form.
- You must be at least 18 years of age to apply for the Enagic User/Distributor.
- Nicknames are not allowed on the application. The name written on the Distributor Application must be the same as what is written on the and Enagic Financing forms.
- In the section that says "Register the applicant as []", the sponsor needs to state what line the sale will be under, For example, if the sponsor has 7 sales previously, they need to write the number 2 to signify that the new sale will create a 2A leg for them. If the sponsor has 14 sales previously, they can choose to either make the new sale their 2A or 3A leg.

Specific Information and Explanations

- If the applicant's name and the name on the bank account or card used to pay for the unit are not the same, the alternate payer form must be filled out. If a Thailand user/distributor is purchasing a machine under their company name, but paying with their personal credit card or bank account, they would need to fill out the alternate payer form.
- The **Return Policy** form needs to be signed by the applicant in the designated areas to signify that he/she understands the policies.
- Please note that application with missing information with the payment in advance will be placed into a pending file. The applicant needs to fill up a Pre-paid Agreement.
- All products are shipped via DHL and therefore cannot be shipped to P.O. Boxes. Please write a physical address as the alternate shipping address in order to ensure the machine arrives at the correct destination.

*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, Installment, PayPal, and Siam pay (with credit card information as backup).

*For Vietnam order accept by full payment only and transfer to official joint stock in Vietnam.

c.) **Purchasing as a Thailand Local Distributor or User**

When filling out an application, a new distributor needs to completely fill out and submit the **Distributor Agreement and Product Order Form**, as well as the Return Policy.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to **www.enagic.co.th**

General Information

- You can click on the link above to download the Product Order Form and Distributor Agreement as an Adobe Acrobat file, and fill out **every section**.
- Please attach copy of your identity card or other identification documents, e.g. If the applicant is a company, please attach a copy of the Business Registration Certificate of the company.
- Make sure **TO SIGN IT** and **HAVE YOUR SPONSOR SIGN IT AS WELL** before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important and will be needed to ensure your application is complete. You need to have your sponsor's name, and distributor ID number filled in.
- Be sure to specify which model is being purchased in the "PRODUCT ORDER" section.
- Check the "Payment" box
- Please input the total cost that the buyer is paying.
- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. For example, in case where a husband and wife want to be distributors, they need to fill out separate application form.
- The "APPLICANT BANK INFORMATION" section must be filled with the applicant's bank information. The bank account holder's name must be same as the applicant.
- You must be at least 18 years of age to apply for the Enagic User/Distributor.
- Nicknames are not allowed on the application. The name written on the Distributor Application must be the same as what is written on the and Enagic Financing forms.

- If the applicant's name and the name on the bank account or card used to pay for the unit are not the same, the alternate payer form must be filled out. If a Thailand user/distributor is purchasing a machine under their company name, but paying with their personal credit card or bank account, they would need to fill out the alternate payer form.
- In the section that says "Register the applicant as []", the sponsor needs to state what line the sale will be under, For example, if the sponsor has 7 sales previously, they need to write the number 2 to signify that the new sale will create a 2A leg for them. If the sponsor has 14 sales previously, they can choose to either make the new sale their 2A or 3A leg.
- Copy of identity card and other document is needed in order for the applicant to be processed as a distributor and User.

Specific Information and Explanations

- **Alternate Payer Form:** This form is to be filled out only when someone other than the buyer pay for the buyer.
- The **Return Policy** form needs to be signed by the applicant in the designated areas to signify that he/she understands the policies.
- Please note that application with missing information with the payment in advance will be placed into a pending file. The applicant needs to fill up a Pre-paid Agreement.

*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, E-payment, Installment, PayPal, and Siam pay (with credit card information as backup).

d.) Purchasing as a Thailand Local User

When filling out and submitting an application for a User, the **Product Order Form** and **Return Policy** need to be filled out. A User is someone that purchase a machine for self-use only.

The Distributor Agreement and Product Order Form as well as all other forms can be accessed on our website by going to **www.enagic.co.th**

General Information

- You can click on the link above to download the Product Order Form and Distributor Agreement as an Adobe Acrobat file and fill out **every section.**
- Make sure **TO SIGN IT** and **HAVE YOUR SPONSOR SIGN IT AS WELL** before submitting it to the company for processing.
- Having the "Sponsor Information" section filled out is very important to ensure your application can be completed. You need to have your sponsor's name and distributor ID number filled in.
- Be sure to specify which model is being purchased in the "PRODUCT ORDER" section,
- Check the "Payment" box
- Please input the total cost that the buyer is paying.
- There can only be one name listed as the applicant. If more than one name is listed, this may hold up the processing of your application. For example, in case where a husband and wife want to be distributors, they need to fill out separate application form.
- You must be at least 18 years of age to apply for the Enagic User/Distributor.
- Nicknames are not allowed on the application. The name written on the Distributor Application must be the same as what is written on the and Enagic Financing forms.
- In the section that says "Register the applicant as []", the sponsor needs to state what line the sale will be under, For example, if the sponsor has 7 sales previously, they need to write the number 2 to signify that the new sale will create a 2A leg for them. If the sponsor has 14 sales previously, they can choose to either make the new sale their 2A or 3A leg.

Specific Information and Explanations

- If the applicant's name and the name on the bank account or card used to pay for the unit are not the same, the alternate payer form must be filled out. If a Thailand user/distributor is purchasing a machine under their company name, but paying with their personal credit card or bank account, they would need to fill out the alternate payer form.
- The **Return Policy** form needs to be signed by the applicant in the designated areas to signify that he/she understands the policies.
- Please note that application with missing information with the payment in advance will be placed into a pending file. The applicant needs to fill up a Pre-paid Agreement.

*Payments accepted consist of Cash, Cheque, bank remittance, Credit Card, E-payment, Installment, PayPal, and Siam pay (with credit card information as backup).

Regulations on Company distributor/user

(For Thailand Local distributor/user)

Distributor/User must first register in his/her personal name before changing the name of Distributor/User to a company. Name can only be changed after one month of registration of the distributor/user. With effective from 1st August, 2015 handling charge for change of name would be THB 2,000. Handling charge will be waived for change of name in the first time.

Please refer the detail at 「 Policies and Procedures 」 No. 17 'Change of Business Name'

2. Enagic Financing E-Payment for Thailand Only

Enagic allows buyers to finance their machine in cases where a full payment cannot be made. Generally, what is needed is a small down payment, and the **financing application** that allows buyer to pay the machine price by monthly payments. Make sure the buyer reviews and agrees to the Terms and Conditions before submitting the application.

- Each person can only finance one machine at a time through E Payment. If a person wishes to finance the second machine, he must finish payment of the first machine. The Company will review the payment history of the first machine and determine if a person is qualified to finance the second machine.
- E- Payment does not accept alternate payer.
- If you apply for E-Payment, go to Enagic Thailand apply by yourself.
- For application, the **Product Order Form and Distributor Application** and **Return Policy** must be submitted.
- Please specify the monthly payment amount informed by the Company. Please also specify the number of payments that will need to be made to complete the financing.

E-payment - automatic payment application

- Monthly payment due date will be the 10th, 20th and 30th day of every month. The first payment date will be the 10th, 20th and 30th day of the next month you purchased the machine.
- For payment, please fill out E-payment form.

General E-Payment Information

- You must be at least 18 years of age to apply for the Enagic Financing (E-Payment) Program.
- Please note that when financing, only the buyer can pick up their own machine.
- The individual applying for financing should fully read and understand the application form and other documents as well as the terms and conditions.
- No one is allowed to sign any documentation for anyone else. **Doing so will result in the freezing of your distributor account.**
- Please have your Distributor ID number ready when calling in to speak to the Administration department.
- Notify the company if anything changes such as your address, telephone number, or financial information (if financing).
- If a check has been given to the Account Department for a payment, please make sure the check can be cashed. Please make sure to write your distributor ID on the check.
- Statements are only available upon request. They are not sent out automatically.
- Only the customer whose name is on the account can receive information regarding the said account. If the account holder is unavailable, please submit a signed letter from the account holder stating that you are eligible to receive information regarding his/her account.
- Please note that the Account Department is not open on weekends. Office hours are Monday to Friday from 9:00 to 18:00

Office hours of Sales Department are Monday to Friday from 10:00 to 19:00 and Saturday from 10:00 to 18:00.

Enagic Financing (E-Payment)

Common Questions

Q: Can I stop the automatic payment since I do not have the money to pay?

A: Once the contract has been signed and the automatic payment has been setup, the payments must be made in accordance with the contract terms agreed upon.

Q: What do I do if a distributor passes away and still has payments left on their account?

A: In the event of someone passing away while still under financing with the company, the family members of the deceased should produce evidence of death of the distributor. The company will consider return of the machine.

Q: Why was my account charged earlier than I expected?

A: In the event of a holiday falling on a scheduled payment date, the credit card will be charged on that day. However, with a checking account, the payment will be deducted on the previous business day.

Q: I have already signed up for financing, but I would like to pay off my machine. How do I do this?

A: If you would like to pay off the balance after signing up for E-Payment, you need to contact the Account Department.

Q: There is a late fee on my monthly statement. Why have I been charged this fee, and how can I have it removed?

A: A late fee will show on your account when a monthly payment has been paid late or missed. Please understand that late fees will not be waived at any time for any reason.

Q: I have received a statement from Enagic, but my down payment was not reflected on it. Why is that?

A: The amount shown on your statement only displays how much you have financed with us. If you have any questions regarding this, please contact the sales office, or your direct upline for more information.

3. Signing Up as a Tokurei (Good Samaritan)

A Tokurei (Good Samaritan) is someone who may be unable to purchase the machine but would like to join the company and work as a distributor. That person will primarily function as a "partial" distributor in that although they are able to go out and sell machines, they will only receive partial commission. This will be explained in further detail below.

Understanding the Tokurei System

To sign up as a Tokurei, a person must submit their application (which should include the **Product Order Form and Distributor Agreement and Return Policy**), along with the application of someone that is purchasing the machine by full payment. The Tokurei will sponsor the buyer, and therefore will start with one sale, or one 1A leg.

- When signing up as a Tokurei, one needs to select which machine they are working towards when filling out the application.
- A Tokurei will not receive their machine until accumulated commission can cover the cost of the machine.
- As a Tokurei, every time a sale is made within the 8 point structure, part of the commission will be placed toward the Tokurei's selected machine.

Example: if a Tokurei sold an SD501 machine with full payment, where the normal commission minus the SP bonus would be THB6,550 that person would receive THB3,750 The THB2,800 per point that was not paid would be saved and put towards the Tokurei's Enagic machine.

- All withheld Tokurei commissions are non-refundable and can only be used toward the purchase of the Enagic machine. If a Tokurei ends his or her distributorship before purchasing the Enagic machine, the withheld Tokurei commissions shall remain the property of Enagic.
- SP **will not** be counted for the distributor while under the Tokurei plan.
- If a distributor already has an account or Tokurei account, he/she cannot sign up as a

Tokurei for a second or third account. Signing up as a Tokurei is only allowed for individuals signing up with Enagic for the first time.

- Customers who are under the Tokurei program are not allowed to sign as an alternate payer for the payments of someone else's machine.
- Any distributor under the Tokurei plan will not be allowed to purchase a second machine until the Tokurei is paid off.
- Distributors signing up using a business name are not allowed to sign up as a Tokurei.
- If a distributor's downline is a Tokurei, they will not receive any commission until the Tokurei has been completed.
- After Tokurei cancellation, you need to make one direct sale to get SP.
- **Please fully read the Agreement of Tokurei Payment Plan form.**

Tokurei Commission Withheld by Machine

JR IV	THB 3,000
SD501/ SD501P/ K8	THB2,800
Anespa Dx	THB2,800
Super 501	THB 5,600

4. General Commission Information

- Please have all names and ID numbers ready when calling to make any inquiries.
- Please wait at least **10 business days** before calling to ask about any missing commission.
- For any questions regarding the 8 point system, please contact your upline, attend a compensation seminar, or purchase a Compensation Plan brochure from the Enagic website before contacting the company.
- The distributor is responsible for making sure that the account department has all updated information, including but not limited to, identity card number, address, bank account, Business Registration Certificate and Annual Report of the Company information. If your information is not up to date, your commission will be placed on hold.
- The 6A and above Educational Award is only paid-up front when a full payment sale has been made. In the event of financing, the award will be withheld until the financing has been completed.
- If you have a direct sale within six (6) months, you are qualified to receive regular commission, 6A educational allowance and/or incentive. This status is called "D1". If you do not have a direct sale between six (6) months and two (2) years from your last direct sale, you are qualified to receive fifty percent (50%) of 8-Point commission, 6A educational allowance and/or incentive. This status is called "DO". If you do not have a direct sale in over two (2) years, you are not qualified to receive any commission, 6A educational allowance and/or incentive. This status is called "FAO". Payment of commission, 6A educational allowance and/or incentive will be made based on the distributor status as of the date such commission is processed.

<u>Distributor Sales Status (SD501 Example)</u>	<u>Amount</u>
D1 (Normal Status) A direct sale has been made within 6 months	THB 6,550
DO (Partial Status) A direct sale has not been made for over 6 months	THB 3,275
FAO No direct sale has been made for over 2 years	THB 0

Filter Commission

Regular Filter	THB 160
High Grade Filter	THB 200
Anespa Outer Filter	THB 160
Anespa Ceramic Filter	THB 560

Filter Commission (During Annual Sale)

Regular Filter	THB 80
High Grade Filter (SD-501, SD-501-P, JR11, Super-501, K8)	THB 100
Anespa Outer Filter	THB 80
Anespa Ceramic Filter	THB 360

*Filter commission will be issued once the amount accumulated reaches more than THB 8,000.

General Commission Information

Common Questions

Q: How long will it take to get my commission?

A: Commission will be paid via autopay or TT. Normally it will take 2-3 weeks to effect payment.

Q: What should I do if I change my account for payment of commission ?

A: You will need to submit a "Change of Account" form. Please obtain the form from the company. Please fill it out in its entirety before submitting.

Q: Why have my commission been offset?

A: Commission can be offset for many reasons. One reason may be due to default in payment of your downline. If payment is in default, commission must be returned from everyone that it was issued to. Usually, they will simply offset a future commission if you have any sales. If you have no future sales, please return the commission or make a personal or cashiers check to the company for settlement.

Q: How can I put a stop-payment on the commission of someone in my downline?

A: Upline who wants to stop-payment on any of the commission of anyone in their downline, he/she must contact the company for arrangement.

Q: My downline should have completed all the monthly payments for the machine. Why haven't I received my commission yet?

A: If a downline does not complete their monthly financing payments commission will not be issued to the upline. If you are concerned about this issue, please contact your downline. It is the responsibility of the upline to keep in contact with their group to eliminate any issues. In the event that your downline cannot be reached, you may contact the Enagic Account Department to verify how far along with the payments they are.

Q: How can I check my commission?

A: You can enquire at sales department for 8P Genealogy and 6A Education Allowance (once a month).

Q: Why commission received is always less than it shown on the margin chart?

A: In case the Receiving Bank is outside Thailand, overseas bank remittance would be arranged and related bank service charges will be deducted before deposit the commission to the bank. If you do not have THB or USD bank account, the difference of the commission receive might also cause by the exchange rate that determine by the bank.

5. Special Points (SP)

SP is an additional bonus payment that is issued whenever a direct sale is made by a distributor (except for Tokurei distributors). Tokurei distributors will be qualified to receive SP when a direct sale is made after Tokurei is cancelled. The SP bonus last for 90 days, and will discontinue automatically unless another direct sale is made. If a direct sale is made while still in the SP bonus period, the date of expiration will be changed to 90 days from the date the direct sale order is processed. If a sale is not made and the bonus period is allowed to stop, it can be resumed at any time by simply making a direct sale. SP is paid on all sales within 8 points during the bonus period. The payments are multiplied by rank. For example, if a person is a 3A and sells the SD501, they will receive THB 4,920. Please note that the SP bonus' are not paid retroactively. (Please refer to the section on UKON DD to view the exception to the rule.)

SP Bonus Per Machine

K8	THB 2,300/pt
Super 501	THB 2,050/pt
Anespa Dx	THB 810/pt
SD501/SD501P	THB 1,640/pt
JRIV	THB 750/pt

6. Member Price

- Member price only applies for Anespa Dx and Super 501 model.
- Machine sold at member price will be counted as your group sales and direct sales.
- Member price can earn commission.
- Member price machine cannot register as your Step-Up unit (1st, 2nd, 3rd, 11th, 21st, 51st and 101st unit).
- Member cannot sponsor any user/distributor.
- Member price machine limited to three units for individual or company distributor/user, multi-I.D. with same individual name, or, different company name with same director / share holder, all limited to three units.
- Non-permanent Ukon DD I.D. is not allowed to purchase member price machines.

7. UKON DD

1. You need to be enrolled in the Ukon DD program in order to receive DD commission from sales made in your downline.
2. UKON DD program allows the distributor maintain to their SP status for 120 days without making machine direct sales.
3. UKON DD (need repeat at least 2 times, otherwise will be terminated.)
4. After terminated, the applicant is not qualified to receive commission for any Ukon DD sales.
5. Once you discontinue, you will not be qualified for SP and your commission will depend on your last direct machine sale.
6. Three (3) Ukon DD sales will be counted as one machine sale in regard to the incentive bonus.
7. Purchase of Ukon, need to contact and pay to 'Okinawa Kangen Foods Co., Ltd.' of Japan.
8. The recipient of an international shipment may be subject to such import fees, GST or VAT which are levied once a shipment reaches your country, additional charges for customs clearance must be borne by the recipient. Custom policies vary widely from country to country, you should contact your local customs office for further information. When customs clearance procedures are required, it can cause delays beyond our original delivery estimation.
9. Return Policy – Okinawa Kangen Foods Co., Ltd. will replace or accept return if the products are damaged. The applicant must return the product within seven (7) days of delivery. For any returns after the 7-day period or if the product is used, we reserve the right to inquire the reasons for returning or exchanging the product, and the right to decline your request.

UKON™ DD Q & A

New Customer – Not registered Distributor or User of Enagic when the Initial purchase is Ukon™.
Kangen Water Distributor – Registered as Enagic Distributor with machine purchase.

1. How much does 1 set of Ukon™ DD cost?
Standard price JPY 76,000. (Price excluded delivery cost/import tariff/tax)
2. How much is an Ukon™ DD commission point?
Each Ukon™ point is THB 1,520, but you must possess an active Ukon™ DD ID to receive Ukon™ DD commission.
3. How much will I earn when I sell Ukon™ DD?
Ukon™ DD program contains 8 points, commission will be according to your register Level of Rank. It depends on the type of your customers which could be New Customer / Kangen Water Distributor.

New Customer

Selling Ukon™ DD to New Customer will benefit you to earn commission as your Kangen Water machine registered rank.

For example, you are 6A, sponsor a New Customer to buy Ukon™ DD, you will earn THB 9,120. (THB1,520 x 6 Ukon™ point).

Kangen Water Distributor

If your downline partner or downline team member buys Ukon™ DD under herself/himself, you will be paid according to the level of leg that such downline customer is in.

For example, a Ukon™ DD sell to your downline customer in your 3A leg will offer you a maximum of THB 4,560 (THB 1,520 x3 Ukon™ points), even if you are currently in 6A. This applies to your own purchase. As a Kangen Water Distributor, when you purchase Ukon™ DD, you will receive the same amount of points as your Kangen Water rank. So, if you are in 3A, you will be paid THB 4,560 (THB 1,520 x 3 points) for your own Ukon™ DD purchase!

4. Is there any limitation for Ukon™ DD ID renewal?
Yes. Ukon™ DD ID renewal application will register as 1A and will receive 1 Ukon™ point (THB 1,520) only. The rest of points will pass up.
5. Can I sell Ukon™ DD and Kangen Water machine to a Customer?
No. A customer should purchase a machine for Initial registration, Ukon™ DD can be bought and sponsored by such Kangen Water Distributor ID (or vice versa).

6. Do I need to submit application form when apply for the renewal of my Ukon™ DD ID?
Yes, please also fill in Repeat (e.g. 1 or 2 or ...) Time on the form.

7. Does Ukon™ DD sales count the same as Kangen Water machine sales?
Counting group sales for Level of Rank, the ratio of having Ukon™ DD and Kangen Water machine is 1:1. In other words, selling Ukon™ DD count as 1 unit of group sales. However, when it comes to New Title Incentives/Bonus, the ratio is 3:1.

8. How to count the Due Date & apply my Ukon™ DD ID Renewal?
Due Date will be based on the date of your First Ukon™ DD purchase & registration.
Please submit Renewal application every 4 months.
e.g. First Ukon™ DD purchase & registration on 15th Jan., then the due date for the 1st repeat will be by 15th May.
Due date for the 2nd Repeat will be by 15th Sept., etc.
For your Renewal order, please apply a week ahead the Due Date.
Once your renewal reaches its Due Date, termination will be processed the next day.

9. Can I recruit from another Kangen Water line?
No, you are not permitted to recruit out of line. All Kangen Water Distributors keep the current customers and structure.

10. How does SP work with Ukon™ DD?
Ukon™ DD program allow Distributors maintain their SP status for 4 months without making machinedirect sales.

11. What will happen if I miss my Renewal?
Distributors take responsibility to submit their Renewal application on time. If your Ukon™ DD ID doesnot apply Renewal twice continuously by Due Date, it will be terminated without any prior notice.
Renewal your Ukon™ DD ID two times will trigger it becoming permanent and not to be terminated. Permanent & Non-Permanent Ukon™ DD ID are not entitle to receive Ukon™ DD commission once you miss the Renewal.

12. Can I buy Ukon™ DD as many as I want?
You are allowed to purchase 1 set in a single period of time only. The more you purchase does notmean the SP can last for longer period of time.

13. Can I use Ukon™ DD to step up 6A?
No. Ukon™ DD can only be accepted to register to step up 2A-5A.

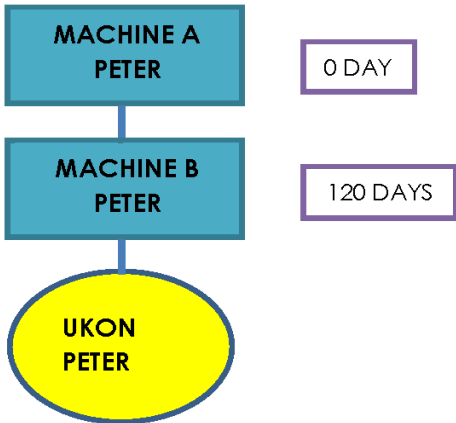
14. What is UKON™ U.S. Version mean?
It is for Vegetarian. Please mark a 'tick' on the product column if U.S. Version is required.

15. How does Ukon™ DD IDs count for New Title Incentive/Bonus?
New Title Incentive/Bonus will be divided into 3 parts when Ukon™ DD is involved.
When Distributors who entitle to obtain **New Title Incentive/Bonus, First part (1/3) will be released.**
When **Ukon™ DD IDs** complete 1st Repeat orders, **Second part (2/3)** will be released.
When **Ukon™ DD IDs** complete 2nd Repeat orders and get permanent Ukon™ DD IDs, **Final part (3/3)** will be released.
16. Can I use Ukon™ DD to complete my Tokurei registration?
No. Tokurei registration must be completed with machine order.
17. Existing Tokurei can sponsor Ukon™ DD sales?
No.
18. Can Ukon™ DD ID sponsor Tokurei registration?
Only Permanent Ukon™ DD ID can sponsor Tokurei registration.
19. Who qualify for E8PA member price purchase?
You are Kangen Water R Distributor / Permanent Ukon™ DD Distributor, with purchase of E8PA Card. When you are active E8PA Distributor, you are quality for E8PA member price purchase.
20. What is the way to release Ukon™ DD commission?
Ukon™ DD commissions are paid according to the commission payment cycle.
Permanent & Non-Permanent Ukon™ DD ID are not entitle to receive Ukon™ DD commission once you miss the Renewal.

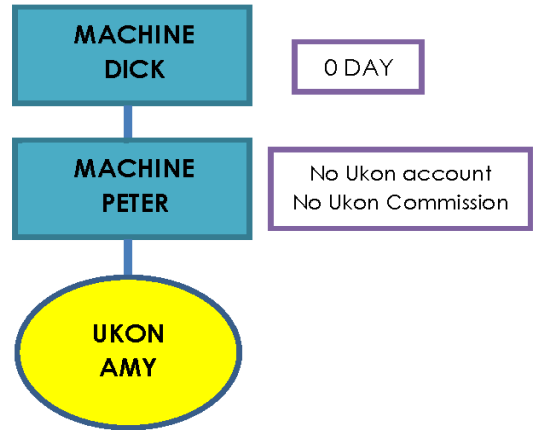
***Any irrational purchase that might attempt to go against our company policy will limit your commission.**

UKON DD SP CASES

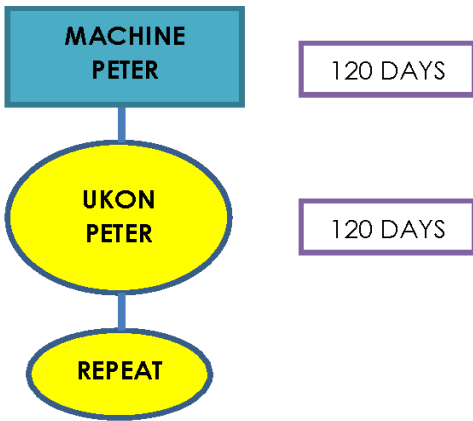
CASE 1.



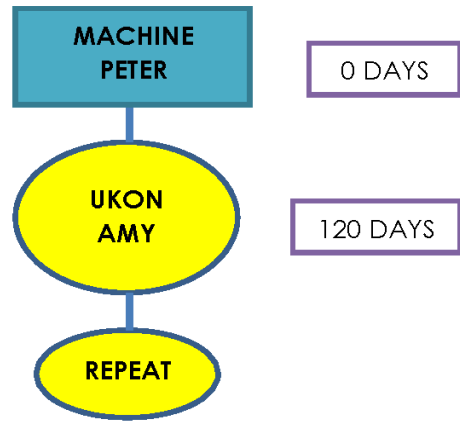
CASE 2.



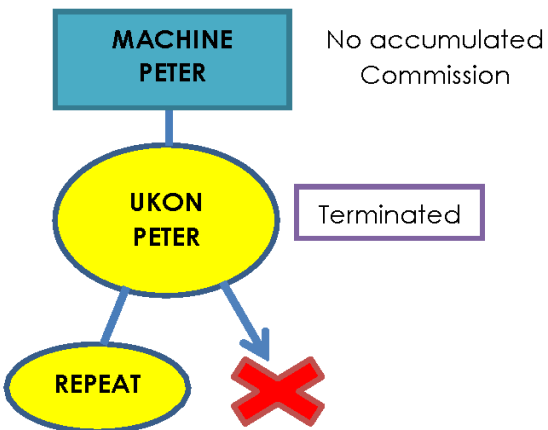
CASE 3.



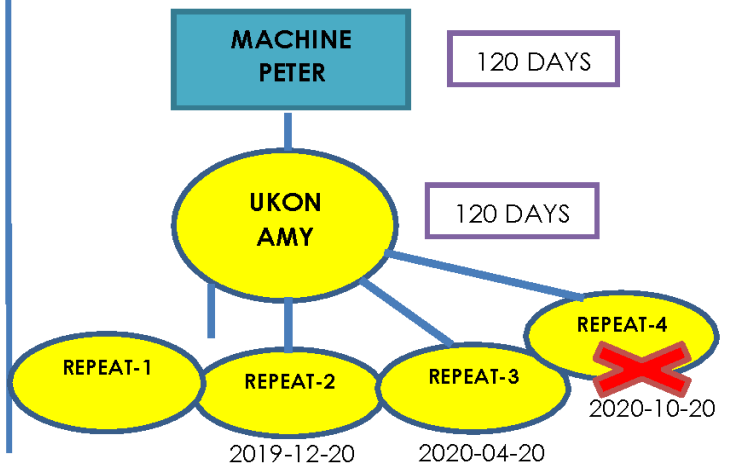
CASE 4.



CASE 5.



CASE 6.



8. CONSUMER LIMITED WARRANTY

Enagic (Thailand) Co., Ltd. warrants to the original purchaser that this Leveluk brand product (the "product"), will be free from defective workmanship and materials, and agrees that it will, at its option, either repair or replace the defective product or part thereof with a new or remanufactured equivalent at no charge to the purchaser for the period(s) set forth below.

This warranty does not apply to any cosmetic items of the product nor to any optional item(s) set forth below not to any product set forth below and provide proof of purchase to Enagic (Thailand) Co., Ltd.

The limited warranty described herein is in addition to whatever implied warranties may be granted to purchasers by law. ALL IMPLIED WARRANTIES INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE ARE LIMITED TO THE PERIOD(S) FROM THE DATE OF PURCHASE SET FORTH BELOW. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Neither the sales personnel of the seller nor any other person is authorized to make any warranties or to extend the duration of any warranties beyond the time period described herein on behalf of Enagic (Thailand) Co., Ltd. The warranties described herein shall be granted by Enagic (Thailand) Co., Ltd. and shall be the sole and exclusive remedy available to the purchaser. Correction of defects, in the manner and for the period of time described herein, shall constitute full satisfaction of all claims, whether based on contract, negligence, strict liability or otherwise. In no event will Enagic (Thailand) Co., Ltd. be liable or in any way responsible for any damages or defects in the product which were caused by repairs performed by anyone other than an authorized service representative nor shall Enagic (Thailand) Co., Ltd. be liable, or in any way responsible, for any incidental or consequential damages, so the above exclusion may not apply to you.

THIS LIMITED WARRANTY DOES COVER REPAIR AND SERVICE FOR MACHINES USED OUTSIDE OF THE COUNTRY OF PURCHASE.. PLEASE NOTE THAT ALL INTERNATIONAL SHIPPING CHARGES MUST BE PAID BY THE CUSTOMER.

Warranty period according to following table:

Model	Warranty Period
K8, SD-501, SD-501 Platinum	5 Years
JR11, JR14, Super-501, Anespa DX	3 Years

With respect to parts and labor, on the condition that the electrolysis chamber is kept clean with a cleaning cartridge, applied at least twice a month. The cleaning cartridge can be purchased separately as an optional maintenance kit.

Additional items not covered by warranty:

Flexible pipe, hoses, accessories, printed materials, deep cleanings, enhancer damage, improper voltage, misuse and abuse of unit, machine alterations, damages caused by natural disasters, and shipping for products sent in for any service other than repair(s)

For Vietnam Warranty

NOTICE

The machines are sold in Vietnam must be authorized by Enagic Thailand since January 2019. The serial number must be ended with these following characters and ship by Enagic Thailand.

MODEL	SERIAL NUMBER	WARRANTY PERIOD
K8	XX XXXXXX LG	5 YEARS
SD501	XX XXXXXX EG	
SD501 PLATINUM	XX XXXXXX FG	
ANESPA DX	XX XXXXXX PN	3 YEARS
JRII	XX XXXXXX HG	
JRIV	XX XXXXXX RG	
SUPER501	XX XXXXXX NG	

*Apart from these, Vietnam's warranties will not be covered.