

UKON Q & A

Q • Is it possible to pay the product in different currency other than SGD, USD or THB?

A: With the operation change, all product purchases and shipping bases will be operated in Enagic Singapore. Therefore, a purchase settlement is carried out only by SGD currency. Paying by other currencies is not possible.

Q • Is it possible to pay by other methods besides credit card?

A: You can make overseas money transfer payment to Enagic Singapore official bank account.

Q • How long does it take to purchase the product until the arrival?

A: After all process is completed, the shipment will be delivered within 2-3 weeks.

*** Purchase of Ukon products is carried out at your own risk and private import basis.**

Please take responsibility for customs clearance in each country and clear it individual basis.

Q • What is the handling fee for domestic shipment or pick up product at Singapore Branch?

A: 7% of product price will be top-up. This is a tax as considered product purchases in Singapore side.

Q • Are there any changes in the Auto renewal operations?

A: Yes, there are.

For those who have applied for Ukon Auto Renewal until now, start from 1st August 2021, all Auto renewal accounts will be cancelled.

If distributors would like to continue the Auto renewal account, please submit the new application form by selecting the Auto Renew Request box on the second page of the Ukon Application form.

※This measure is to protect personal information.