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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, Ukon product and shipping base 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 • 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 handle it individual basis.**

Q • Are there any changes for the payment process?

A: With the Operation Change, Enagic Thailand will send the payment link to the distributors to let distributors process the transaction by themselves after submitting the Ukon Application form. Enagic would not process the Ukon payment to protect distributor's data privacy.

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

A: 8% 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, for those who have applied for Ukon Auto Renewal until now, start from July 18th, 2022, the payment would not be processed by Enagic anymore.

The payment shall be processed by distributors themselves through the link Enagic Thailand would provide with the Ukon Reminder email. If distributors would like to change the product or shipping address, please submit the new application form with new updated information.

✘This measure is to protect distributor's personal information.