



# Product Order Form FRANCE

fields marked with \* are mandatory  
Please write in BLOCK letters!

ID-number (do not fill in)

\*Register Applicant as: User / Distributor - signed **Distributor Agreement** required

\*Firstname, Surname / Company's name

\*Street

\*Zip code \*City \*Country

Shipping address (if different from Billing address)

\*Phone # Mobile #

\*E-Mail VAT-number (for companies)

<b>*Please select:</b>	Price:	20% VAT				<b>For E-Payment Customers</b> E-Payment Application & Photo ID required!  Instalment Fee    30    60    100 in Euro            160    240  <b>Downpayment</b>
Leveluk K-8	3,660 €	732 €	Price	.....		
LeveLuk SD501 Plt.	3,000 €	600 €	VAT*	.....		
LeveLuk SD501	2,780 €	556 €	Shipping**	.....		
LeveLuk JR IV	2,700 €	540 €	Ext. Warranty	.....		
Anespa DX	2,200 €	440 €	(optional)	.....		
			<b>Total</b>	.....		

⌘ The machines do not work with water below 7 pH.

\*\*Shipping: FR/BEL/LUX: 26€, DOM-COM: 85 €, Afrique/Iles du Pacifique: 200€

\*Payment method: Wire Transfer Visa MC Amex Chèque

Credit Card No. CVV Valid till

Upon cancellation within 14 days of delivery and return of unused product to Enagic, you will receive a full refund (excl. shipping costs)  
I certify that I have read, understand and agree to the terms set forth in the **Policies and Procedures** (accessible on enagiceu.com)  
I have read and accepted the **privacy** and **cancellation information** set out in the **General Conditions**.

\*Applicant's Signature Date (DD/MM/YY)

**\*SPONSOR AND ENROLLER INFORMATION** (only both required if different IDs)

Sponsor Name	Enroller Name
Sponsor ID	Enroller ID
Register Applicant in Sponsor's [            ] A line	E-Mail

\*Enroller's Signature (equals Sponsor's Signature if same person) Date (DD/MM/YY)

BANK NAME:CIC PARIS GOBELINS  
Name: Enagic Europe GmbH  
IBAN: FR76 3006 6105 5100 0200 9890 156  
BIC: CMCIFRPP

Enagic Europe GmbH  
167 rue du château  
75014 - PARIS  
Tel +33-(0)147075565  
[france@enagiceu.com](mailto:france@enagiceu.com)

Applicable law: These general conditions of sale, as well as all transactions related to the sale by Enagic France shall be governed, interpreted and executed in accordance with French law. In case of dispute with professionals and / or traders, the courts of the headquarters of Enagic France will be competent only.

I) General: These general sales conditions govern the transactions of products from Enagic France from the website [www.enagic.eu.com](http://www.enagic.eu.com) as well as from network of independent distributors of Enagic France. The customer declares to have acknowledged and accepted them entirely before placing an order. Any order's confirmation implying the agreement by the customer to the present conditions of sale which make the law between the parties. Any derogation from these general conditions of sale will be valid upon written agreement from Enagic France given for this purpose. Special conditions may be stipulated in the offer, prevailing in case of conflict with the present general conditions of sale. Enagic France reserves the right to modify the present general conditions of sale at any time, as the new sales conditions apply to any new offer or order, whatever the prior relationship between Enagic France and the customer. II) Orders: A) Machines: Enagic machinery orders are exclusively made through an independent distributor authorized by Enagic France by means of an order form published by Enagic France. The customer should verify the details of the order and the price to pay and correct any error before confirmation of the order. A copy of the order form is given to the customer once the order has been validated. Conditions of the offer may be changed as long as the customer has not confirmed his order. Any change of order recorded after the change of the prices of Enagic France will entail the automatic application of the new prices. Enagic France reserves the right to cancel or refuse any order in the event of a problem related to the supply of products, the order received (order illegible, lack of information for example), in case of an order placed by a customer who is non creditworthy or with whom there is a dispute related to the payment of an earlier order. In this case, Enagic France will contact the customer. B) Supply: supply orders can be made by means of a paper order form published by Enagic or on the website [www.enagic.eu.com](http://www.enagic.eu.com). It is the responsibility of the customer to send to Enagic France the order form of accessories in the event of an order made by other means than from the website [www.enagic.eu.com](http://www.enagic.eu.com). The customer should verify details of the order and price to pay and correct any error before the confirmation of the order. In the event of an order placed on the website [www.enagic.eu.com](http://www.enagic.eu.com), an order confirmation will be sent to the email address filled by the customer when ordering. The conditions of an offer may be modified as long as the customer has not confirmed his order. Any change of order recorded after the possible modification of the prices of Enagic France will entail the automatic application of the new prices. Enagic France reserves the right to cancel or refuse any order in the event of a problem relating to the supply of the products, the order received (order illegible, lack of information for example), in case of order placed by a customer who is non creditworthy or with whom there is a dispute related to the payment of an earlier order. In this case, Enagic France will contact the customer. III) Right of withdrawal: A) Machine order: In accordance with article L. 121-21 of the French Consumer Code, a 14-day reflection period is granted to the customer when validating his order. No payment may be accepted by Enagic France or its authorized independent distributors during this period of reflection. During these 14 days the customer can freely exercise his right of withdrawal without having to justify the reason nor to pay penalties. However, the customer must send a cancellation certificate (supplied with the machine order form) to Enagic France by registered mail with receipt confirmation before the end of the 14-day cooling-off period (date as per postmark). B) Supply: The customer has 14 days from receipt of the delivery to exercise his right of withdrawal without having to justify reasons or to pay penalties. C) Failure to take back products used during the withdrawal period (machines and / or supplies) that have been used during the withdrawal period cannot be returned by the customer during the given period. Customer will be asked to pay for them. IV) Price: The billing of the customer is made at the price indicated on the order form or on the website [www.enagic.eu.com](http://www.enagic.eu.com). Prices of products are indicated in euro. All orders, regardless of origin, are paid in euro. Enagic France reserves the right to modify its prices at any time. New prices apply to all new orders or offers. Advertised prices are quoted without VAT unless otherwise stated by Enagic France. The shipping costs are not included in the prices indicated and have to be paid in addition, Enagic France reserving the choice of means of transport. V) Availability: The product offers are valid as long as they are present on the order forms or the website [www.enagic.eu.com](http://www.enagic.eu.com) within the limit of available stocks. Errors or modifications may exceptionally exist. In the event of unavailability of products after placing an order, the customer is informed by e-mail or by telephone as soon as by Enagic France is aware of this unavailability. The customer can then cancel his order and will be refunded within 30 days any sums paid in payment. VI) Deliveries: The products purchased will be delivered in France, Corsica, Monaco, DOM-TOM, Belgium, Luxemburg and Africa at the price conditions mentioned on the order form or in the confirmation of the order on the Internet. They are sent to the delivery address indicated during the ordering process. The information provided by the customer at the time of the order commits this one. In the event of an error in the name of the address (including last name, first name, street number and name, postal code, city name, telephone number or email address), Enagic France cannot be held responsible for the impossibility of delivering the order. The delivery is carried out by the private carrier CHRONOPOST in standard mode. The shipping fees are fixed by Enagic France according to the weight and volume characteristics of the order. This information is available on request by contacting Enagic France Customer Service at +33 147 075 565. Delivery is ensured by CHRONOPOST within 2 to 7 working days from the validation of the order by the customer service, if the items are in stock, according to the place and / or the country of delivery. VII) Transport - Policy Reserve: It is the customer's responsibility to check the goods at delivery and to exercise their right of recourse against the carrier. To be covered in case of default or defect, the customer must imperatively: 1. Report it on the delivery note of the goods of the carrier 2. Address the carrier a registered letter (with receipt confirmation), within a maximum period of 3 days following the day of the delivery. 3. Send a copy of the letter and the delivery note to Enagic France at the same time. If this procedure is not followed, Enagic France will not accept any claim. VIII) Conformity of products: Enagic undertakes to refund or exchange the goods that do not correspond to the order placed by the customer. The customer must report any non-conformity in detail and return the product(s) to Enagic France who will exchange or refund the product(s). The request must be made within 7 working days from the date of delivery. The products must be returned in the delivery condition with all the items delivered (accessories, packaging, instructions ...). Items returned incomplete, damaged, or soiled by the customer will not be taken back. IX) Payment: The payment of the merchandises can be made by credit card (Visa, MasterCard, American Express - except Visa Electron and MasterCard Maestro), bank transfer or cash. Payments by check will be systematically refused by Enagic France.

Any incident of payment authorizes Enagic France to hold its deliveries. When paying by bank transfer, your order will be shipped upon receipt of payment by our accounting department within the usual delivery time. X) Payment Options: When you place a machine order, you will be able to choose to pay cash or to use Enagic France's Payment on 990/1500/2400/2880 € depending on the machine chosen). No interest (0%) are charged when this means of payment is chosen, however, the application fee is payable with the deposit and corresponds to 10 € per month (for a maximum duration of 24 months - 240 €). A deposit will be paid at the time of the order and the balance to be paid will be deducted at the scheduled deadlines. The monthly payments can only be paid by SEPA direct debit. Payments will be made monthly over a period of 3 to 24 months depending on the options chosen at the time of purchase. In case of late payment, a late fee will be charged corresponding to 40 € + legal interest rate in effect at the time of purchase. This payment program is valid in metropolitan France, Corsica, Belgium, Luxembourg and in the French overseas departments and territories. It is not cumulative with any offer and is not applicable to previous orders. Other restrictions may apply. The price of the product, the VAT and the shipping and packing costs are distributed equally on each payment. Payments may be rounded off to the nearest cent. Enagic France will ship the products ordered upon receipt of the first payment (if available). Enagic France reserves the right to modify the price of this option of payment without notice and to refuse the request without having to justify the reason. Payments are handled by an independent secured payment company. In order to validate your transaction, you must accept the transfer and storage of your financial information, your names, address and other necessary information with Concordis and Slimpay. XI) Refund policy: Reimbursement of the goods in the cases referred to in Articles V, VII and VIII shall be made at the option of Enagic France by credit to the customer's bank account or by bank check sent to the name of the customer who placed the order and to the billing address. No COD shipments will be accepted. XII) Property right - transfer of risks: Enagic France reserves full ownership of the goods delivered until full payment is received. The customer is not liable for the risks of loss, theft or destruction that may occur during transportation (before the customer receives the package). In case of delay or non-payment, Enagic France may take back the unpaid item and, in the event of judicial redress or close-out of a client account, press charges. The customer shall ensure that no creditor seizes items whose ownership has not yet been transferred to the customer as a result of their non-payment. In the event of an illegal apprehension by a third party of the article sold, the customer must inform on the property right of Enagic and will inform Enagic France immediately. Any transformation or rearrangement of the items sold will always be made to the benefit of Enagic France. If the transformed or refurbished object is inseparable from other objects that are not the property of Enagic France, Enagic France will become co-owner of the new object in proportion to the value of the object sold in relation to the other elements. XIII) Warranty: Enagic France's warranty applies under the terms and conditions set out in the warranty certificate handed out with the invoice. It covers latent defects. It does not cover defects due to errors in the handling and misuse, inadequate or unreasonable use of the product. Damages due to maintenance or disassembly by a person not authorized by Enagic France are also excluded. Modifications or alterations to the device, damage resulting from insufficient packaging when returning a device or those resulting from an accident. This warranty is invalid if the serial number label has been removed or erased. In order to benefit from the product warranty it is imperative to keep the invoice for the product. Enagic France shall not be liable for any direct or indirect loss or damage suffered by the customer or third parties as a result of the goods or their use. If an item sold to the customer is affected by a defect or a fault attributable to Enagic France, Enagic France will be held to no other obligation than that of repairing the article or its replacement. The guarantee is nominative and non-transferable to a third party. In case of sale of the guaranteed product, Enagic France's warranty will not apply any longer. XIV) Liability: The products proposed comply with the French legislation and the standards applicable in France. The liability of Enagic France cannot be engaged in the event of non-compliance with the legislation of the country where the product is delivered. It is the customer's responsibility to check with the local authorities the possibilities of importing or using the products or services that he plans to order. Photos are for illustrative purposes. The customer is invited to refer to the description of each product to take note detailed characteristics and, in case of doubt or need more information, to contact the Customer service at 01.47.07.55.65 (cost of a local call). Enagic France is only responsible for the content of the pages published on its own website. In case of an error between the characteristics of the product and its representation and / or the conditions of the sale, Enagic France cannot be held responsible. Enagic France shall not be liable for any breach of contract due to force majeure, disruption or total/partial strike, during transport and / or communication, fire, flooding. In the event of a purchase in a professional capacity Enagic France shall not be liable for any consequential damages resulting from the present, loss of use, loss of profit, loss of chance, damage or expenses, which may arise from the purchase of the product. The total or partial impossibility to use the products for an external cause, in particular for a cause of incompatibility of material, can give rise to no compensation or reimbursement or question of the responsibility of Enagic France. XV) Complaints: In case of latent defect, any complaint must be submitted by registered letter with acknowledgment of receipt within two years from the discovery of the defect. Repair or replacement of the item at Enagic France's cost is subject to Enagic France's verification of the actual defect or defect. Making a complaint cannot allow the customer to delay or withhold any payment of any kind, independently of the reason of the complaint. Personal information: Customer information and data are required for order management and business relations. In accordance with the Data Protection Act of 6 January 1978, customers have the right to access and rectify personal data concerning them. To do this, simply write on-line to Customer Service or by e-mail to Enagic France, indicating name, first name, e-mail address and, if possible, the customer reference. Customers are likely to receive offers and announcements from the company by email. If the customer no longer wishes to receive this information, he/she can ask at any time to no longer appear on the mailing lists by sending an email or a letter to Enagic France. Enagic undertakes not to communicate the personal data of its customers to third parties and reserves their use for internal management. Customer Service: For any information or question, Customer Service is available to customers; Tel: 01.47.07.55.65 (cost of a local call) Email: [France@enagic.eu.com](mailto:France@enagic.eu.com)

Retraction document to remove and send back by Post at the following address:

Enagic France, 08-10 Avenue Ledru-Rollin, 75012 Paris, France 14 days after the delivery of the order at last.

Firs name, Surname .....

Address : .....

Wishes to cancel the following order :

Order n° ..... from ...../...../20.... Concerning the purchase of the following object .....

Customer's signature :