



Article 6 of the Returns and Refunds

ENZACTA KOREA

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1. Retail Customer Satisfaction Guarantee

In compliance with South Korea’s retail laws, ENZACTA guarantees a 100% refund for all retail activities within 14 days. Retail customers who wish to exercise their right to withdraw must submit their withdrawal request to the member who sold the product. However, if the member’s location is unknown or other circumstances specified by Presidential Decree make withdrawal difficult, the customer can request a refund through ENZACTA’s Returns Department. ENZACTA reserves the right to offset such refunds against the corresponding member.

2. Member Returns

Members may withdraw their purchase agreement with ENZACTA within three months from the product receipt date, provided the product remains in resellable condition.

When returning products, the refund amount will be calculated by deducting commissions and time-related costs paid by ENZACTA for the order. Any other outstanding debts owed to the company will also be deducted before the refund is processed.

1) Return Refund

Products can be returned within three months of purchase and receipt. The refund deduction rates will apply based on the duration since the product receipt date, as detailed below:

Category	Exceeding 1 Month	Exceeding 2 Months	Exceeding 3 Months
Deduction Rate	5%	7%	Non-returnable

▶ Article 18 of the Door-to-Door Sales Act (Effects of Withdrawal of Offer, etc.), and Article 26 of the Enforcement Decree (Deductions from Refund for Goods, etc.)

When returning a portion of a set, the discount benefits applied to the set purchase will not be applicable. The products that are not returned will be calculated at their individual prices, and the refund will be processed based on the adjusted amount.

2) Recoupment of Commissions

The company must also return or deduct the commissions paid for the corresponding order. These commissions include all commissions paid to both the returning member and their upline members. Each member who has received commissions due to the order must return the commissions they received to the company.

The amount to be returned should be prioritized before the refund, but if there are future commissions to be paid, these may be deducted from them.

3. Return Procedure and Approval

- 1) After receiving the product, the member must immediately inspect the order to ensure the items are in proper condition. If the product is damaged during shipping or is unsatisfactory, a return is possible. If no defect or shipping error is reported within 30 days of receipt, the right to request a return will be forfeited. For returns, the member who purchased the product must initiate the return process.
- 2) The member must return the goods (products, etc.) upon withdrawal of consent, and returns are not possible in the following cases:
 - ① If the product is lost or damaged due to the member's fault.
 - ② If the product's value has significantly decreased due to partial use or consumption.
 - ③ If the product is no longer in a saleable condition or has passed its expiration date.
- 3) The company must inspect the returned product and refund the payment within 3 business days using the original payment method.
- 4) If an autoship order is returned, Enzacta may cancel the corresponding autoship program.

Return Address

ENZACTA Logistics Center, Bldg.2, 23, Jangjincheon-gil 46beon-gil, Ilsandong-gu, Goyang-si, Gyeonggi-do (Zip: 10253)