

## **Sanlinx Return/Refund Policy**

As the exclusive US wholesale distributor, Sanlinx Inc. will provide its customers with warranty service even if the SoyaJoy is purchased from our resellers, provided that the warranty is registered with Sanlinx within 30 days of purchase. If you buy the SoyaJoy from a SoyaJoy reseller, the reseller may have its own return and refund policy, in which case the reseller must be contacted for return/refund.

If this same machine is sold with a reseller's own brand, Sanlinx is NOT responsible for return/refund or warranty service. [Refund Policy](#)

### **90-day full refund return policy**

As part of our current promotion, Sanlinx Inc. currently offers a 90-day risk-free refund policy for full refund of the purchase price (excluding s&h) for products returned in good condition. The 90-day period starts from the date you received the machine (not the date you order the machine) to the date you request for the return. Thus you have a full 90 days to try out the machine risk-free. We are highly confident that you will be 100% satisfied with our products. If for any reason you are not completely satisfied, simply [email Sanlinx](#) to obtain a return authorization. Once your return is received, you will get a full refund of the purchase price, no questions asked.

The customer is responsible for packaging the product securely in its original box to ensure the machine is returned without damages. If the customer cancels an order before it is shipped, Sanlinx Inc. will credit the total amount, including s&h, to the customer.

### **Limited Warranties**

#### **Additional warranties may apply for specific items per specific warranty offerings**

If you ordered online directly from Sanlinx (individual order, not group order), you have automatically registered for the warranty of the specific ordered item. If you ordered through resellers or some one else or through a group order (where the billing address of our record is not yours), you need to register for the warranty - provide your name, address, phone #, and date of order, name of the reseller, and the machine model and serial #. Click [here](#) to register your warranty by email. During the warranty period, a product with a defect will be either repaired or replaced with a comparable model (at Sanlinx's option if the model is no longer in production) when the product is returned to Sanlinx or to its authorized resellers. The repaired or replacement product will be in warranty for the balance of the warranty period. The customer is responsible to pay the shipping to Sanlinx and Sanlinx will pay the shipping back to customer.

The detailed 1-year warranty agreement is included in the User Manual. If you ordered the product with 2-year, or additional warranty, the detailed terms are the same with that of 1-year warranty, except that the warranty duration is different.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.