



## ENCHA ORGANIC MATCHA SUBSCRIPTION PROGRAM



**Encha Subscription Program**  
Save 18% + Free U.S. Shipping

# Three Matcha-Easy Steps

1

Select your grade

2

Click 18% off price

3

Can edit, skip, cancel or reactivate at any time

## HOW TO CREATE YOUR ENCHA MATCHA SUBSCRIPTION

- Super simple. Click the product page for the grade of Encha Organic Matcha that you want.



- Choose the **Subscribe & Save 18% price**.

ENCHA CEREMONIAL GRADE PURE  
ORGANIC MATCHA

★★★★★ 23 reviews

\$ 18.82

ONE-TIME PURCHASE: \$ 22.95

SUBSCRIBE & SAVE (18%): \$ 18.82

DELIVER EVERY 1 Month

Subscription details

SIZE  
30G (1.06OZ) 60G (2.12OZ)



- Check out. Then you are done!
- Automatically every one or two months, the same product will be auto-ordered and auto-shipped to you. You can edit it at any time!
- Subscription is not possible for international shipping due to the high shipping cost. The best saving is to buy a few packets at a time.

## HOW TO EDIT YOUR ENCHA MATCHA SUBSCRIPTION

- Feel free to email Encha team [encha@encha.com](mailto:encha@encha.com) to help you

### I. LOG IN YOUR ACCOUNT

- Click **Login** in the upper right-hand corner of Encha.com or "Menu" on your mobile phone.
- Your account is defined by your **unique email address**, not by your name.
- If the system generates the error message "Invalid login credentials", there is no account under the email you entered. You probably made purchases as a guest before, so you can use the same email to create an account.

Home / Account / Logout / Logged in as Kate

Kate Jones

**Manage Subscriptions**

kate.jones1438@gmail.com

### II. EDIT DELIVERY DATE, FREQUENCY, QTY ETC.

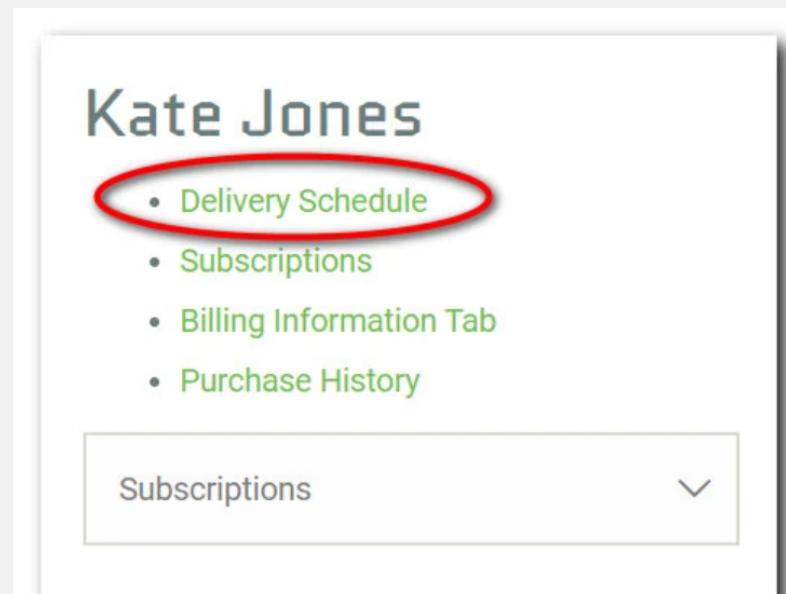
- Click **Edit (date, qty...)** on the product you want to change the delivery option for.

Product	Amount	USD	Frequency	Next charge date	
ENCHA Ceremonial-Grade Pure Organic Matcha (save 15% auto-ship) - 30g (1.06oz)	1	21.21	1 Months	Saturday, September 16	<a href="#">Edit (date, qty...)</a> <a href="#">Cancel</a> <a href="#">Subscription</a>

- Date:** You cannot choose today's date because the system transacts all the subscription orders at 1am of each day. Choose the next day.
- Frequency:** options are every 1 or 2 months.
- Product qty or size:** You can also change product quantity or size on the same page!
- Save:** The saving action might take a few seconds. So please be patient.

### III.SKIP A DELIVERY

- Skipping is super easy. Click "Delivery Schedule" to see up to 6 months for the option of "skip".



## IV. CANCEL AND REACTIVATE YOUR SUBSCRIPTION

- Click **Cancel Subscription** on the product you want to cancel.
- If the cancellation takes place after the order of a given month is shipped, the customer understands and agrees that the charge for that month's order will not be reversed.

A screenshot of a web page showing a single subscription item. The item is "ENCHA Ceremonial-Grade Pure Organic Matcha (save 15% auto-ship) - 30g (1.06oz)". It has a quantity of 1, a price of 21.21 USD, and a frequency of 1 Month. The next charge date is Monday, October 16. There are three green links: "Edit (date, qty...)", "Cancel", and "Subscription". The "Cancel" link is circled in red.

- To re-activate, simply click "**Re-activate**". The system sets the **default date** to be one or two months from today. I know it is not ideal. So please click "**Edit**" to change to the next day.

## V. ADD OR REMOVE PRODUCTS (SUBSCRIPTION OR ONE-TIME)

- Click "Add Product".

A screenshot of a web page titled "Subscriptions". It shows a table of products. The columns are: Product, Amount, USD, Frequency, and Next charge date. The table contains one row for "ENCHA Ceremonial-Grade Pure Organic Matcha (save 15% auto-ship) - 30g (1.06oz)". The amount is 1, the price is 21.21 USD, the frequency is 1 Month, and the next charge date is Saturday, September 16. There are three green links: "Edit (date, qty...)", "Cancel", and "Subscription". The "Cancel" link is circled in red.

Product	Amount	USD	Frequency	Next charge date
ENCHA Ceremonial-Grade Pure Organic Matcha (save 15% auto-ship) - 30g (1.06oz)	1	21.21	1 Months	Saturday, September 16



- The entire Encha product collection will show up. Very convenient.

## VI. UPDATE YOUR SHIPPING ADDRESS

- Click the "Edit" button after your address on the top of the **Subscription** section.

Subscriptions

Ships To: 5333 Market Street , San Francisco 94104 [Edit \(date, qty...\)](#)

## VII. UPDATE YOUR BILLING INFORMATION

- If your credit card expired, your subscription would be stuck. So please update it accordingly.
- If you want to switch from credit card to Paypal, please start a new subscription order on Encha home page. The system is not advanced yet to enable the easy switch.

Kate Jones

- [Delivery Schedule](#)

- Subscriptions
- Billing Information Tab
- Purchase History

Subscriptions

## ENJOY YOUR ENCHA ORGANIC MATCHA ROUTINE AND THE SUBSCRIPTION SAVINGS!

Note: Encha reserves the right to modify or discontinue the Encha Subscription Program at any time without notice. It is the customer's responsibility to check Encha.com for the current status and condition of Encha Subscription Program. Thank you!



### ABOUT US

- [Our Story](#)
- [Our Farm](#)
- [Safety Certificates](#)
- [Matcha FAQ](#)
- [5 Ways to Make Matcha](#)

### SHIPPING ETC.

- [Shipping Policy](#)
- [Return Policy](#)
- [Privacy Policy](#)
- [Terms and Conditions](#)

### CONTACT US

[encha@encha.com](mailto:encha@encha.com)



# Encha Mini Heart

The Encha Mini Heart is a small cutout flyer 2.5" x 2.5" in size and is inserted into Encha Organic Matcha packages. The front side has a short, simple, yet effective slogan that promotes a healthy lifestyle and reinforces branding. The back side gently nudges customers to post a positive review. This flyer was a collaboration effort between me and Encha Founder Dr. Li Gong, PhD.

