



RICHWAY & FUJI BIO INC.

1314 South King Street Suite 520, Honolulu, HI 96814
Tel: (808) 589-2800 Toll-Free: 1-855-338-6410 Fax: (808) 597-1651
www.richwayandfujibio.com

RICHWAY CARE PROGRAM POLICY

Effective August 26, 2020

The Richway Care Program is a new program intended to provide convenient warranty services to Richway customers and distributors on certain eligible products. We understand that with long-term use, products can take its wear-and-tear and can get damaged. Repacking and shipping a broken mat can be inconvenient and expensive to ship in for repair. The Richway Care Program makes it possible to provide the best service at a simple and affordable price.

Products eligible for the Richway Care Program:

- Biomat® 3000MX* (Mini, Professional, Single, Queen, King)
- Biomat® 7000MX (Mini, Professional, Single, Queen, King)
- BioAcoustic Mat™ (Professional and Single)
- Orgone Biomat™ (Queen and King)
- Bio-belt™
- Alkal-Life™ 7000sL

*Richway Care Program replacement mats for the **Biomat® 3000MX** will be replaced a **Biomat® 7000MX**. (Biomat® 7000MX Controller, Cotton Pad, or Carrying Case not included).

How it works:

- 1) If you have purchased one of the eligible products listed above, and it has been damaged or facing technical issues, you are eligible to receive a replacement product at a discounted rate.
 - a. Replacement Biomats® will only have the mat replaced.
Replacement Biomat® Controller not included in replacement.
 - b. All Biomat® - Mini models will be replaced by 7000MX Domed models.
- 2) Contact the RMA Department to request for a Richway Care Program replacement.
Contact us by phone or email to request for a Return Merchandise Authorization (RMA) number.
 - a. Tel: 808-589-2800
Toll-Free: 855-338-6410
Email: rma@richwayusa.com
 - b. Be prepared to provide the following information:
 - i. Richway Invoice (RI) number from your purchase
 1. NOTE: Richway Care Program is not available for those without RI number
 - ii. Name of the original purchaser
 - iii. Picture of the damaged product
 - iv. Product's Serial Number ((Picture of the mat and the controller with the serial number)

3) We will send you a Richway Care Program Agreement Form. Please complete and sign the form and return via email or mail.

- If you are sending the Richway Care Program Agreement Form and/or a check payment by mail, please mail to:

Richway & Fuji Bio Inc.
 1314 South King Street Suite 520
 Honolulu, HI 96814

- Make checks payable to **Richway & Fuji Bio Inc.** and indicate the RMA number in the reference section.

Discount chart:

Biomat® (All sizes incl. Belt), BioAcoustic Mat™*, Orgone Biomat, Alkal-Life			
Time since Purchase	Repair Charge	Defective Item Return	Total Charge
1 - 2 Months	NONE	Richway sends RTN Label	None
3 - 12 months	NONE	Customer returns product**	Shipping & Handling
13 - 24 months	20% of Retail	No Return	20% of Retail + Shipping & Handling
Over 24 Months	30% of Retail	No Return	30% of Retail + Shipping & Handling

***Replacement BioAcoustic Mats™ comes with a replacement BioAcoustic Mat™ controller.**

****The replacement product will be sent out after the product has been received or the customer has provided proof of shipping (tracking numbers, ect...)**

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- Make checks payable to **Richway & Fuji Bio Inc.** and indicate the RMA number in the reference section.

* Richway & Fuji Bio Inc. reserves the right to change any of the terms and conditions contained in this Richway Care Program Policy, at any time and in its sole discretion. Any changes will be effective immediately upon posting of the revisions on the Site. You are responsible for reviewing the notice and any applicable changes. Changes may be posted without notice to you.

How to send in your product (if applicable):

- 1) Products that are within the 1-year time frame must be sent back to Richway.
- 2) Pack your items for return.
 - Pack items securely.
 - Write or print the RMA number on the outside of the package. The RMA number should be legible and in a visible area.
 - Note: Products shipped to us without an RMA number will be refused and/or returned to the sender. Richway will not be responsible for packages that are shipped without an RMA number.

➤ Ship to Below address:

**Richway & Fuji Bio Inc.
C/O Arkman Logistics
2200 Estes Avenue
Elk Grove Village, IL 60007**

- Package(s) must have a tracking number. UPS, FedEx and USPS shipments can be tracked.
- If sending via USPS, you may ensure your product at your discretion, but the insurance receipt cannot be used for tracking.
 - Any package(s) shipped to Richway are considered the customer's property and responsibility until it is received. The customer is responsible for monitoring and ensuring their shipment is received by Richway. Please keep your tracking number on record to monitor your shipment.
- Please do not enclose your Richway Care Program Agreement Form and/or check payment with the product.

How to receive your new product:

1. Your new Richway Care Program product will be shipped once we receive:
 - Your damaged Biomat® or product (if applicable)
 - Richway Care Program Agreement Form and payment.
2. It may take up to 7 – 14 business days for your product to ship to you.

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Terms and Conditions:

1. Richway Care Program items do not count qualify or generate Business Volume/Points, Commission, or Product Certificates.
2. Richway Care Program items are not eligible for trade-in.
3. Once a product has been replaced through the Richway Care Program, the warranty associated with the original product will be void, and the Biomat Care mat will have regular warranty.
4. Customers are responsible for disposing of the mat portion of the Biomat® / Bio-belt™ products according to their state or local regulations.
5. Richway & Fuji Bio Inc. requires products that are still within the 1st year from the date of delivery to be returned (mat portion only).
6. Packages sent to Richway & Fuji Bio Inc. must clearly indicate the RMA number on the outside of the package. Products shipped with a missing or illegible RMA number will be refused and/or returned to the sender.
7. Packages must have a tracking number. Insurance receipts cannot be used as tracking.
8. Packages shipped to Richway & Fuji Bio Inc. are considered the customer's property and responsibility until it is received. The customer is responsible for monitoring and ensuring their shipment is received by Richway & Fuji Bio Inc. Customers should keep their tracking number on record to monitor the shipment.

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