

GENERAL INFORMATION

Richway and its designated shipping carriers cannot guarantee the date and/or time of delivery due to the possibility of unforeseen circumstances. Any delivery dates provided by Richway and the shipping carrier are estimates only. For detailed information, see your country's specific shipping guidelines below.

Due to a high rise in fraud and package theft, any changes to delivery must be done through Richway HQ. Our shipping carriers are restricted from accepting changes to shipments from the recipient or other third parties. They will direct all recipients inquiring about a change to contact us directly. Please call during our normal business hours. See the "CHANGE YOUR SHIPPING/PICKUP OPTIONS" section below for more information.

Our shipping carrier(s) usually do not ship on weekends or local holidays (even for expedited shipping), so the actual delivery date may differ from the estimated transit time. Certain shipments may be eligible for Saturday delivery depending on various factors. Please contact the shipping carrier for more information regarding your specific shipment.

Because of the high value of our products, your order may be delayed if the shipping address is different from the billing address. This additional processing time is used to help ensure the security of your credit card information.

Once an order is charged/paid for, it must be shipped out for delivery within the delivery time-frame. Richway does not "hold" submitted orders for delayed processing or delivery. Orders should be submitted with consideration to the processing and delivery estimates stated below.

Most items are shipped individually. These items include, but are not limited to: Biomat, Orgone Biomat, Bio-belt, BioAcoustic Mat, Pillow, Alkal-Life 7000sL, Quantum Energy Pad, BioAcoustic Mat, Aroma Stand.

We do not ship to APO/FPO/PO Box addresses.

We do not ship using third party accounts.

We do not ship to freight forwarding companies and most private mailing service locations.

Occasionally, we must alter our shipping schedule due to holidays and/or unforeseen causes. Richway home office in Honolulu, Hawaii will be closed in observance of certain US Holidays. Please visit our [Contact Us](#) page for a list of observed holidays.

CHANGE YOUR SHIPPING/PICKUP OPTIONS

Due to a high rise in fraud and package theft, any changes to deliveries must be done through Richway HQ.

Our shipping carriers are restricted from accepting changes to shipments from the recipient or other third parties. They will direct all recipients inquiring about a change to contact us directly. Please call during our normal business hours.

You may change your shipping/pickup options if your order has not begun processing.

Contact us at 1-855-338-6410 OPTION 2 and by e-mail at orders@richwayusa.com within 1 hour of placing your order (during normal business hours) if you would like to:

- Change your shipping method (Standard or Expedited – US only).
- Change your order from shipping to Hawaii office pick-up.
- Change the shipping address.
- Waive signature requirement.

USA (UPS shipments) ONLY - You may change some of your shipping/pickup options after your order has begun processing, but it may incur a fee (as listed below).

Contact us at 1-855-338-6410 OPTION 3 or by e-mail at shippingstatus@richwayusa.com immediately if you would like to arrange the following after processing has started (during our normal business hours):

- Change the shipping address within the same city/state. – \$20 fee per item.
- Change the shipping address to a different city/state. – Contact Richway for quote.
- Designate an alternate date of delivery (within the allotted time frame provided by UPS) - \$20 fee per item.
- Hold for pick-up at UPS-designated Customer Center (max 5 business days). – Free of charge (must be picked up by deadline set by UPS).
- Change the shipping address to a UPS Store Franchise other than the UPS-designated Customer Center. – Contact Richway for quote.

BACK ORDERED ITEMS

If any item is out of stock, a notice will be posted to this website's bulletin board. We will ship items as they become available.

DAMAGED, DEFECTIVE, INCORRECT, OR MISSING ITEMS

If your order is damaged or defective upon receipt, please keep the original packaging and notify us immediately, so a claim can be made to our shipping carrier. If your order is incorrect or missing items/components, you must notify us within 7 business days from the date of initial receipt. Please have your RI/order number or shipment tracking number ready upon claim request.

120 VOLT AND 220 VOLT ITEMS:

Richway manufactures 120V and 220V of some items for orders placed both in the continental U.S. and internationally*.

120V Biomats, Bio-belts, and Alkal-Life Water Ionizer Systems are compatible with 100V~120V.

220V Biomats, Bio-belts, and Alkal-Life Water Ionizer Systems are compatible with 220V~240V.*

The BioAcoustic Mat and Rejuvena Facial Care System's power adapter are a universal voltage with a US plug. An adapter will be necessary to use in other locations.

*In some cases, an adapter is necessary for the proper wall socket compatibility. (Richway does not provide the adapter).

SHIPPING INFO BY REGION

UNITED STATES

Most items* are shipped from our Chicago, IL based warehouse facility, Arkman Logistics. Our warehouse facility is a “ship-out only” location and does not accept customer pickups or customer service inquiries.

Most items* are shipped via UPS and require a signature for delivery. If you are not available on the first delivery attempt, shipment tracking information will indicate the shipment status and/or a note will be left with instructions on how to receive your order.

If you wish to waive the signature requirement, you must indicate this request on your order. Waiving the signature requirement releases all liability from Richway & Fuji Bio Inc. in the event your package is lost or stolen after delivery.

Once your order has shipped, we are not able to remove the signature requirement due to the nature of our shipping carrier's policies.

*Certain low value, smaller sized items may be shipped via USPS. Items shipped via USPS include, but are not limited to, brochures, flyers, and other printed materials.

Due to a high rise in fraud and package theft, any changes to delivery must be done through Richway HQ. UPS will direct all recipients inquiring about a change to contact us directly. Please call during our normal business hours.

Our warehouse does not ship on Fridays, Saturdays, or Sundays.

Standard Orders – UNITED STATES

Any issues or changes which occur with the credit card, billing address, shipping address, placement, etc., may delay processing and shipping.

Shipping time: Up to 7-14 business days (excludes weekends, US/local holidays, and based on stock availability).

Expedited Orders – UNITED STATES

Any issues or changes which occur with the credit card, billing address, shipping address, placement, etc., may delay processing and shipping.

Shipping time: Up to 3-5 business days (excludes weekends, US/local holidays, and based on stock availability).

Orders for items that are in stock are usually dispatched up to 24 hours after credit card settlement, excluding weekends and US/local holidays.

Expedited orders must be received by Richway home office Monday-Friday (not including holidays) by 5:59am HST to be charged the same day and shipped the following business day.

Expedited orders received by Richway home office from Monday to Friday after 5:59am HST will be charged the following business day and shipped the business day after.

Product Certificate Orders – UNITED STATES

Shipping time: Up to 30 business days (excludes weekends, US/local holidays, and based on stock availability).

Missed Deliveries – UNITED STATES

For Residential deliveries and where available, UPS may in its sole and unlimited discretion, after the first delivery attempt, deliver the shipment to a UPS Access Point® location, where such shipment will be held for pickup. Requests for subsequent delivery attempts are subject to additional charges which will be assessed to the consignee. Call 1-800-742-5877 (1-800-PICK-UPS) for assistance with subsequent delivery attempts. If the shipment is not picked up by the allotted time stated on the tracking information, it will be returned to our warehouse. A re-ship fee will be assessed to re-ship the item(s).

For other shipments, at the discretion of UPS, if you are not available on the first delivery attempt, a note will be left with instructions on how to receive your order. A total of three attempts are made before it is returned to the warehouse. If the shipment is in transit back to our warehouse and you would still like to receive your order, you will have to pay the shipping fee for those items to re-ship.

Please contact 1-800-742-5877 (1-800-PICK-UPS) with your tracking number for more information regarding your specific shipment.

Refusal of Delivery – UNITED STATES

If you refuse delivery of any order, you are responsible for the original shipping charges. Upon refusal, it will be returned to our warehouse. Please notify us upon refusal. Upon receipt at our warehouse, you will receive a refund for the item and tax (if applicable).

Incorrect Delivery Address – UNITED STATES

If the delivery address provided to Richway is incorrect and your order has shipped, there may be an address correction fee assessed by the shipping carrier to make any changes.

If an address error is not corrected before our shipping carrier makes its first delivery attempt, your order may be returned to Richway immediately thereafter. Re-ship fees will be assessed in these instances. Our shipping carrier does not hold packages for correction once they have attempted to delivery.

Multi-Item Shipping Discount – UNITED STATES

Discount shipping rates are available when you purchase one (1) or more of select accessories. Please note that the accessories must be shipped to one (1) address to be eligible for the discounted shipping rate.*

Please visit the Richway Shopping Cart to place multi-item orders. These discounted items are unavailable to order through the Richway BackOffice.

* Shipping discounts are not available for Alaska.

ALASKA

All orders shipping to Alaska are charged an additional fee per item. Please see the Alaska Price List for shipping prices.

HAWAIIAN ISLANDS

All orders being shipped to the Hawaiian Islands must include a 4.712% general excise tax.

OAHU – RICHWAY HOME OFFICE PICKUP

All orders being picked up at Richway's home office in Honolulu, Hawaii must include a 4.712% general excise tax.

Please contact us at 1-855-338-6410 OPTION 2 before placing your order to check for availability of item(s) and to confirm a pickup date and time.

Orders for items that are in stock are usually available for pickup within the same day of credit card settlement excluding weekends and holidays.

CANADA

Most items* are shipped via DHL or UPS and require a signature for delivery. If you are not available on the first delivery attempt, shipment tracking information will indicate the shipment status and/or a note will be left with instructions on how to receive your order.

Richway's shipping quote for Canada (indicated on the Price List) does not include import fees such as customs and duty tax, VAT, brokerage fees, any other additional fees on any pickup/delivery charges. Import fees are the responsibility of the recipient and due upon delivery to the recipient. Please check with your country's Customs Department for estimates and more info regarding these fees.

Note: At this time, the Bio-belt, Mega Bio Cleanse 365, and Alpha Max 3.5 cannot be shipped to Canada.

**Certain low value, smaller sized items may be shipped via USPS. Items shipped via USPS include, but are not limited to, brochures, flyers, and other printed materials.*

Standard Orders - CANADA

Estimated shipping time: Up to 7-14 business days (excludes unforeseen customs clearance delays, weekends, US/local holidays, and based on stock availability).

Orders for items that are in stock are usually dispatched up to 48 hours after credit card settlement, excluding weekends and US/local holidays.

Product Certificate Orders – CANADA

Shipping time: Up to 30 business days (excludes unforeseen customs clearance delays, weekends, US/local holidays, and based on stock availability).

Missed Deliveries - CANADA

For Residential deliveries and where available, UPS or DHL may in its sole and unlimited discretion, after the first delivery attempt, deliver the shipment to a DHL (1-855-345-7447) or UPS Access Point® location, where such shipment will be held for pickup. Requests for subsequent delivery attempts are subject to additional charges which will be assessed to the consignee. Call DHL (1-855-345-7447) or 1-800-742-5877 (1-800-PICK-UPS) for assistance with subsequent delivery attempts. If the shipment is not picked up by the allotted time stated on the tracking information, it will be returned to our warehouse. A re-ship fee will be assessed to re-ship the item(s).

For other shipments, at the discretion of DHL or UPS, if you are not available on the first delivery attempt, a note will be left with instructions on how to receive your order. A total of three attempts are made before it is returned to the warehouse. If the shipment is in transit back

to our warehouse and you would still like to receive your order, you will have to pay the shipping fee for those items to re-ship.

If you miss the deadline to make arrangements for your missed shipment, you are responsible for the original shipping charges, any import fees that are incurred on the package, and the cost of returning the package to Richway. Upon receipt at our warehouse, you will receive a refund for the item. Any import fees and cost of returning the package will be deducted from your item refund.

Please contact DHL (1-855-345-7447) or UPS CANADA at 1-506-877-4877 with your tracking number for more information regarding your specific shipment.

Refusal of Delivery - CANADA

If you refuse delivery of any order, you are responsible for the original shipping charges, any import fees that are incurred on the package, and the cost of returning the package to Richway. Upon receipt at our warehouse, you will receive a refund for the item. Any import fees and cost of returning the package will be deducted from your item refund.

Incorrect Delivery Address – CANADA

If the delivery address provided to Richway is incorrect and your order has shipped, there may be an address correction fee assessed by the shipping carrier to make any changes.

If an address error is not corrected before our shipping carrier makes its first delivery attempt, your order may be returned to Richway immediately thereafter. Re-ship fees will be assessed in these instances. Our shipping carrier does not hold packages for correction once they have attempted to delivery.

MAINLAND CHINA

Please contact us at +1 855-338-6410 OPTION 3 for price quote.

CVC/CCC regulations in PR China require a maximum temperature of 140°F/60°C, so Biomats shipping to China will have a temperature range of 77°F/25°C – 140°F/60°C.

Note: At this time, the Alkal-Life 7000SL Water Ionizing Unit, Bio-belt, BioAcoustic Mat, Alpha Max 3.5, and Detoxi Salt cannot be shipped to China.

For China shipments, the quotes provided for most items* include import fees such as customs/duty tax and VAT.

Most items are shipped using local carriers within the region. Shipping carrier may vary depending on item type and location.

*Items that do not include customs/duty tax and VAT in the shipping quote are for smaller packages such as Biomat Accessories, Alkal-Life Accessories, and the Rejuvena and its accessories. Import fees for these items are the responsibility of the recipient and due upon delivery to the recipient. Please check with your country's customs department for estimates or more info regarding these fees.

Standard Orders – CHINA

Shipping time: Up to 7-14 business days (excludes weekends, US/local holidays, and based on stock availability).

Orders for items that are in stock are usually dispatched up to 5-7 business days after credit card settlement excluding weekends and US/local holidays.

Product Certificate Orders – CHINA

Shipping time: Up to 30 business days (excludes weekends, US/local holidays, and based on stock availability).

Missed Deliveries – CHINA

At the discretion of the shipping carrier, if you are not available to receive your delivery, your shipment may be returned. If the shipment is in transit back to our warehouse and you would still like to receive your order, you will have to pay the shipping fee for those items to re-ship.

ALL OTHER INTERNATIONAL LOCATIONS (excl. Canada, China)

Please contact us at 1-855-338-6410 for price quote. Please have the destination address ready.

Most items* are shipped via DHL and require a signature for delivery. If you are not available on the first delivery attempt, shipment tracking information will indicate the shipment status and/or a note will be left with instructions on how to receive your order.

For certain locations and items, an alternate carrier may be used.

Note: At this time, the Biomat and Bio-belt cannot be shipped to Europe.

Alpha Max 3.5 and Mega Bio Cleanse 365 cannot be shipped to locations outside of the United States.

The BioAcoustic Mat cannot be shipped to locations outside of North America.

Richway's shipping quote does not include import fees such as customs and duty tax, VAT, brokerage fees, any other additional fees on any pickup/delivery charges. Import fees are the responsibility of the recipient and due upon delivery to the recipient. Please check with your country's customs department for estimates or more info regarding these fees.

With respect to each item for which import fees have been calculated, you authorize Richway to designate a carrier to act as your agent with the relevant customs and tax authorities in the destination country, to clear your item, process and remit your actual import fees for such item.

If you choose to designate an alternate carrier to act as your agent with the relevant customs and tax authorities in the destination country, to clear your item, process and remit your actual import fees for such item, Richway is no longer accountable for any issues that may arise.

**Certain low value, smaller sized items may be shipped via USPS. Items shipped via USPS include, but are not limited to, brochures, flyers, and other printed materials.*

Standard Orders – INTERNATIONAL LOCATIONS (excl. Canada, China)

Shipping time: Up to 14-21 business days (excludes weekends, US/local holidays, and based on stock availability).

Orders for items that are in stock are usually dispatched up to one week after credit card settlement excluding weekends, US/local holidays, and based on stock availability.

Product Certificate Orders – INTERNATIONAL LOCATIONS (excl. Canada, China)

Shipping time: Up to 30 business days (excludes unforeseen customs clearance delays, weekends, US/local holidays, and based on stock availability)

Missed Deliveries – INTERNATIONAL LOCATIONS (excl. Canada, China)

At the discretion of the shipping carrier, if you are not available to receive your delivery, your shipment may be returned. If the shipment is in transit back to our warehouse and you would still like to receive your order, you will have to pay the shipping fee for those items to re-ship.

If you miss the deadline to plan for your missed shipment, you are responsible for the original shipping charges, any import fees that are incurred on the package, and the cost of returning the package to Richway. Upon receipt at our warehouse, you will receive a refund for the item. Any import fees and cost of returning the package will be deducted from your item refund.

Incorrect Delivery Address – INTERNATIONAL LOCATIONS (excl. Canada, China)

If the delivery address provided to Richway is incorrect and your order has shipped, there may be an address correction fee assessed by the shipping carrier to make any changes.

If an address error is not corrected before our shipping carrier makes its first delivery attempt, your order may be returned to Richway immediately thereafter. Re-ship fees will be assessed in these instances. Our shipping carrier does not hold packages for correction once they have attempted to delivery.