



RICHWAY & FUJI BIO INC.

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RICHWAY RETURN POLICY

RETURN INQUIRY FALLS WITHIN	QUALIFIES FOR
0-30 days from date of delivery	100% refund*
After 30 days from date of delivery	No refund
*Customers are responsible to return the products.	

How to request a return for refund:

A return merchandise authorization (RMA) number **must** be obtained by contacting our office (808-589-2800) or emailing us (rma@richwayusa.co) before any returns for refunds are made. Be sure to have the Richway Invoice (RI) number from your order on hand when contacting our office. If you do not have this info, please contact the Independent Sales Associate you purchased from to obtain it. Your date of inquiry to return (whether by e-mail or phone) will be noted.

Returns must be received by our office within two (2) weeks from the date the RMA was issued. The customer is responsible for all return shipping charges.

*NOTE: If an RMA number is not obtained from Richway, your package(s) may be refused and returned to you.

How to send in your product return:

1. All returned items should be packed in the same manner in which they were originally shipped to you. Products returned without a separate shipping box or without the original product box will be refused. Note: If you purchased a Biomat of any size, you may keep the cotton pad that was included as a complimentary gift.
2. IMPORTANT: Write the RMA number obtained from Richway on the outside of the package and enclose a return name, address and contact phone number with the shipment. *Richway will not be responsible for packages that are shipped without an RMA number written on the outside of the package. These packages may be refused and returned to sender.
3. The package(s) must have a tracking number. UPS or FedEx shipments can be tracked. If sending via the US Postal Service (USPS) requesting delivery confirmation will enable tracking of your item. If sending via USPS, you may insure your item at your discretion, but the insurance receipt cannot be used for tracking. *NOTE: The shipment is considered the customer's property and responsibility until it is received by Richway. 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.

When will I receive my refund?

Refunds are issued after Richway receives and inspects the returned items. Refunds take 5-10 business days from the date Richway issues the refund to show up in the cardholder's account. Richway will only issue the refund to the card originally used to place the order. Richway will issue a check to the original purchaser for orders paid by cash or check.

*Richway & Fuji Bio Inc. reserves the right to change any of the terms and conditions contained in this Trade-In 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.