



RICHWAY & FUJI BIO INC.

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

REPAIR SERVICE POLICY

In the event your warranty has expired, and you need a repair for one of our products, Richway & Fuji Bio offers a repair service for anyone who owns one of our products.

How long does the repair service last?

Repair service is available for each product's serviceable life. If we determine that a product is not repairable due to unavailability of functional parts or the serviceable life of the product has expired, we will not be able to service your product. Richway Care program is an option.

What is covered by the repair service?

The repair service grants the owner a rate for which out-of-warranty products are repaired. This is subject to the serviceable life of the product and parts availability. See below for a list of parts and products covered.

Parts covered:

Biomat® / Biobelt™: Electronic components, heating element, top cover replacement, pillow (stone) wrap replacement and *carry case

Alkal-Life™: Only available as Richway Care program

Rejuvena™: Only available as Richway Care Program

* Covered within the first year (12 months) only

What is NOT covered by the repair service?

The repair service does not cover any product which is damaged or malfunctioning due to causes beyond our control including, but not limited to, repairs necessitated by operator or owner negligence such as the failure to maintain the product according to the owner's manual instructions, improper installation, accidental damage, damage from abuse, misuse, mold, mildew, bodily fluids and other liquid contact, rust or corrosion, and acts of nature.

**Any online purchases through online site, such as Amazon, Ebay, Auction and other online sites would only be eligible for Richway Care option. Repair and trade in option will not be applied for these purchases.

How to get service:

To obtain service, contact your local Customer Service Center and provide the purchaser's name, Richway Invoice (RI) number, and a detailed description of the problem you are experiencing. *A representative will provide you with a return merchandise authorization (RMA) number. This number is required and must be legibly written/printed in a visible area on the outside of the package. Ship your product postage paid, include a copy of the original sales slip, credit card receipt or other proof of the date of the original retail purchase. The customer is responsible for shipping costs to send the product to Richway for repair or replacement.

Richway will cover the shipping costs to return the product back to the customer.

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



RICHWAY & FUJI BIO INC.

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

How to send product in for repair:

1. Pack items securely. Do not send the Biomat® in the suitcase/carry bag. If stones are leaking from the Biomat® for any reason, tape the delivery box well at all openings to prevent stones from leaking out of the package while in transit.
2. **IMPORTANT:** Write the RMA number on the outside of the package and enclose return name, address and phone number. *Richway will not be responsible for packages that are shipped without an RMA number written 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. 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.
4. Ship the item postage paid to:

Richway & Fuji Bio Inc.
1314 S. King St., Suite 520
Honolulu, Hawaii 96814
Tel: 808-589-2800
Toll-Free: 1-855-338-6410 (U.S.A, Canada, Guam, Saipan)
Fax: 808-597-1651

R&L Co., Ltd.
11F, Ace Gwangmyeong Tower B, 108 Haan-Ro
Gwangmyeong-Si, Gyenggi-Do, Korea 14319
Tel: 02-6112-7711
Fax: 02-6112-7749

How to send in payment for repair:

1. Upon repair request, Richway will charge the repair service fee and return address confirmation from the customer.
2. If you would like to pay by check, you may enclose a check payable to Richway & Fuji Bio Inc. with your repair. The check should be enclosed securely in an envelope and taped to the item. Please write the provided RMA number on the check for reference.

Repair time: Approximately 6-8 weeks from date of receipt.



RICHWAY & FUJI BIO INC.

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

RICHWAY PRODUCT REPAIR & CARE PROGRAM TERMS & CONDITIONS

EFFECTIVE 11/5/2021

KING	CUSTOMER RECEIVES		FEE	RETURN TO RICHWAY BY	SHIPPING FEE
REPAIR	REPAIRD PRODUCT	1-2 MONTHS	NONE	RICHWAY	NONE
		2-12 MONTHS	NONE	CUSTOMER	NONE
		13-24 MONTHS	\$420	CUSTOMER	NONE
		25-36 MONTHS	\$840	CUSTOMER	NONE
RICHWAY CARE	BRAND NEW REPLACEMENT MAT	OVER 3 YEARS	\$1,260	NO RETURN	160

QUEEN			FEE	RETURN TO RICHWAY BY	SHIPPING FEE
REPAIR	REPAIRD PRODUCT	1-2 MONTHS	\$0	RICHWAY	NONE
		3-12 MONTHS	\$0	CUSTOMER	NONE
		13-24 MONTHS	\$350	CUSTOMER	NONE
		25-36 MONTHS	\$700	CUSTOMER	NONE
RICHWAY CARE	BRAND NEW REPLACEMENT MAT	MORE THAN 3YR	\$1,050	NO RETURN	\$130

SINGLE			FEE	RETURN TO RICHWAY BY	SHIPPING FEE
REPAIR	REPAIRD PRODUCT	1-2 MONTHS	NONE	RICHWAY	NONE
		3-12 MONTHS	NONE	CUSTOMER	NONE
		13-24 MONTHS	\$270	CUSTOMER	NONE
		25-36 MONTHS	\$540	CUSTOMER	NONE
RICHWAY CARE	BRAND NEW REPLACEMENT MAT	MORE THAN 3YR	\$810	NO RETURN	\$100

PROFESSIONAL			FEE	RETURN TO RICHWAY BY	SHIPPING FEE
REPAIR	REPAIRD PRODUCT	1-2 MONTHS	NONE	RICHWAY	NONE
		3-12 MONTHS	NONE	CUSTOMER	NONE
		13-24 MONTHS	\$175	CUSTOMER	NONE

		25-36 MONTHS	\$350	CUSTOMER	NONE
RICHWAY CARE	BRAND NEW REPLACEMENT MAT	MORE THAN 3YR	\$525	NO RETURN	\$60

MINI			FEE	RETURN TO RICHWAY BY	SHIPPING FEE
REPAIR	REPAIRD PRODUCT	1-2 MONTHS	NONE	RICHWAY	NONE
		3-12 MONTHS	NONE	CUSTOMER	NONE
		13-24 MONTHS	\$70	CUSTOMER	NONE
		25-36 MONTHS	\$140	CUSTOMER	NONE
RICHWAY CARE	BRAND NEW REPLACEMENT MAT	MORE THAN 3YR	\$210	NO RETURN	\$40

BELT			FEE	RETURN TO RICHWAY BY	SHIPPING FEE
REPAIR	REPAIRD PRODUCT	1-2 MONTHS	NONE	RICHWAY	NONE
		3-12 MONTHS	NONE	CUSTOMER	NONE
		13-24 MONTHS	\$55	CUSTOMER	NONE
		25-36 MONTHS	\$110	CUSTOMER	NONE
RICHWAY CARE	BRAND NEW REPLACEMENT MAT	MORE THAN 3YR	\$165	NO RETURN	\$30

ACOUSTIC SINGLE			FEE	RETURN TO RICHWAY BY	SHIPPING FEE
REPAIR	REPAIRD PRODUCT	1-2 MONTHS	NONE	RICHWAY	NONE
		3-12 MONTHS	NONE	CUSTOMER	NONE
		13-24 MONTHS	\$220	CUSTOMER	NONE
		25-36 MONTHS	\$440	CUSTOMER	NONE
RICHWAY CARE	BRAND NEW REPLACEMENT MAT	MORE THAN 3YR	\$660	NO RETURN	\$100

ACOUSTIC PRO			FEE	RETURN TO RICHWAY BY	SHIPPING FEE
REPAIR	REPAIRD PRODUCT	1-2 MONTHS	NONE	RICHWAY	NONE
		3-12 MONTHS	NONE	CUSTOMER	NONE
		13-24 MONTHS	\$165	CUSTOMER	NONE
		25-36 MONTHS	\$330	CUSTOMER	NONE
RICHWAY CARE	BRAND NEW REPLACEMENT MAT	MORE THAN 3YR	\$495	NO RETURN	\$60

REJUVENA			FEE	RETURN TO RICHWAY BY	SHIPPING FEE
RICHWAY CARE	BRAND NEW REPLACEMENT UNIT	MORE THAN 3 YEAR	\$126	NO RETURN	\$30

ALKAL-LIFE 7000SL			FEE	RETURN TO RICHWAY BY	SHIPPING FEE
RICHWAY CARE	BRAND NEW REPLACEMENT UNIT	MORE THAN 3 YEAR	\$750	NO RETURN	\$40

****CONTROLLER (FREE REPAIR UNDER WARRANTY OUT OF WARRANTY - 50% OF THE CURRENT CONTROLLER PRICE WHEN CUSTOMERS SEND IN THE CONTROLLER TO RICHWAY)**
NOTE: RICHWAY CARE PROGRAM PRODUCTS ARE A BRAND NEW REPLACEMENT MAT/UNIT TO THE CUSTOMER
*****NOTE: ALL THE BIOMAT ACCESSORIES OR OTHER RELATED PRODUCTS ARE NOT ELIGIBLE FOR REPAIR.**
******REPAIR MAY VARY (USA, OR SERVICE CENTER IN KOREA BASED ON THE CUSTOMER'S LOCATION OR SERVICE REQUEST)**

For items requesting service within the return period: If warranty holder utilizes free pick up under Repair Service Policy and request is changed to a return for refund, and Richway determines there is no issue with the product, then the shipping charges that were incurred from UPS to return the item will be deducted from the refund total.

*DAMAGED, DEFECTIVE, INCORRECT, OR MISSING ITEMS

If your order is missing any parts/accessories or is damaged 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, damaged, or missing items/components, you must notify us within 7 business days from the date of initial receipt. Please have your RI number and/or tracking number ready upon claim request.

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

**** CONTROLLER PRICE BASED ON THE RICHWAY PRICE LIST**

***** BIOMAT ACCESSORIES – COTTON PAD, QUANTUM ENERGY PADS, AND ASSEMBLY PARTS. OTHER RELATED PRODUCTS – CUSHIONS, PILLOWS, GERMANIUM PADS, AND ALL HEALTH PRODUCTS**

****** International requests: please be aware of customs duties and taxes of return destinations. Richway is not responsible for these fees or is not liable to provide details and information on these fees.**