



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

Lifetime Care Program & Warranty

In the event that your Biomat® or Alkal-Life™ has stopped working after its first year, Richway & Fuji Bio offers a Lifetime Care Program for Richway Customers to quickly get a new replacement.

How to get the service:

To qualify for the Lifetime Care Program, you will need to have purchased a Biomat®, Alkal-Life™, BioAcoustic Mat, Amethyst Pillow, Quantum Energy Pad®, or BioAmethyst Cushion™, from an official Richway distributor, and if your product is defective or not properly working after the first year.

Customers that have their Biomats® replaced by the Lifetime Care Program will only have the Mat replaced, and will not receive a new controller, cotton pad, or carrying case.

To move forward with the Lifetime Care Program service, please contact us at rma@richwayusa.com and provide:

- The purchaser's name
- Richway Invoice (RI) number
- A detailed description of the problem you are experiencing

A representative will provide you with a Lifetime Care Program Form to fill out, as well as a Return Merchandise Authorization (RMA) number. The RMA number will be how we identify your Lifetime Care Program request. Once you have finished filling out the Lifetime Care Program form, and emailed it back, our representative will send you an Order Form to collect payment information for the replacement item. Once we have processed your payment, you will receive your replacement item within 7-14 business days. You do not need to ship your defective item.

Or

Visit us at: www.richwayandfujibio.com and click on Care Program to move forward with a replacement online.

If your Biomat® or Alkal-Life™ is defective within the first year, the customer will be eligible for a free replacement. The customer will need to send the defective item back to move forward with a replacement.

How to replace your item within the first year with Warranty:

1. If you are replacing an item within the first year, you will need to return the defective item. To move forward with a replacement, please contact us at rma@richwayusa.com to receive an RMA#.
2. Once you have received an RMA #, please pack item securely, legibly write the RMA# in a visible area, on the outside of the package, along with your name, address, and phone number, and ship the defective product back to:

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3. Richway will not be responsible for packages that are shipped without an RMA# written on the outside of the package. These packages may be refused and sent back to sender.

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. Once we have received your defective product, we will begin sending you your replacement item. You will receive tracking information on your replacement sent to your email.

Payment for Service:

1. Please refer to the table below for additional information on service fees on shipping charges.
2. If you would like to pay by check, you may send a check payable to Richway & Fuji Bio Inc (address above). The check should be enclosed securely in an envelope. Please write the provided RMA number on the check for reference.

Service time: Approximately 14 business days after Lifetime Care Program form and payment has been processed.

What is NOT covered by the Lifetime Care program and Warranty service?

The 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.

**Customers will need a purchase history of the damaged item to qualify for any repair, warranty, or replacement services. Any online purchases through unofficial channels or distributors will not be eligible for any repairs or replacement.



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SERVICE PRODUCTS		Terms	Service Charge	Return Shipping Fee	Shipping & Handling
BIOMAT® / BIO-BELT®/ BIOACOUSTIC / ALKAL-LIFE 7000SL™ (NO ACCESSORIES)	Within First Year	1-2 Months	None	No Charge	None
		3-12 Months	None	Customer	None
	Lifetime Care Program - Replacement	13-24 Months	10% of Current Retail Price	No Return *Customer does not need to return mat; dispose of mat	Refer to Shipping Fee Chart
		25-36 Months	20% of Current Retail Price		
		After 3 Yrs	30% of Current Retail Price		

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, VAT and taxes of return destinations. Richway is not responsible for these fees or is not liable to provide details and information on these fees.**

SHIPPING FEE CHART#1

PRODUCT NAME	SHIPPING & HANDLING FEE	
	USA	CANADA
BIOMAT KING	\$380	\$480
BIOMAT QUEEN	\$360	\$460
BIOMAT SINGLE	\$160	\$200
BIOMAT PROFESSIONAL	\$100	\$140
BIOMAT MINI	\$60	\$80
BIO-BELT	\$40	\$60
PILLOW	\$40	\$60
CUSHION	\$40	\$60
BIO ACOUSTIC SINGLE	\$120	\$220
BIO ACOUSTIC PROFESSIONAL	\$100	\$140
QUANTUM ENERGY PAD - KING	\$80	\$120
QUANTUM ENERGY PAD - QUEEN	\$80	\$120
QUANTUM ENERGY PAD - SINGLE	\$60	\$80
QUANTUM ENERGY PAD - PROFESSIONAL	\$60	\$80
GERMANIUM PAD - KING	\$40	\$60
GERMANIUM PAD - QUEEN	\$40	\$60
GERMANIUM PAD - SINGLE	\$40	\$60
GERMANIUM PAD - PROFESSIONAL	\$30	\$40
GERMANIUM PAD – MINI	\$20	\$30
COTTON PAD - KING	\$40	\$60
COTTON PAD - QUEEN	\$40	\$60
COTTON PAD - SINGLE	\$30	\$40
COTTON PAD - PROFESSIONAL	\$30	\$40
COTTON PAD – MINI	\$20	\$30
COTTON PAD - PILLOW	\$20	\$30
COTTON PAD- - BELT	\$20	\$30
ALKAL-LIFE 7000SL WATER IONIZER	\$60	\$80
AROMA STAND	\$60	\$80

Richway & Fuji Bio Inc.
LIFETIME CARE POLICY
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