



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 January 5, 2020.

The Richway Care Program is a new program intended to provide convenient warranty services to Biomat® and Bio-belt™ users. 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®
- Bio-belt™

How it works:

1. If your Biomat® or Bio-belt™ top has been damaged and you'd like an alternative to a repair, consider signing up for the Richway Care Program to receive a replacement mat at a discount.
2. With the discount, you will only be receiving a replacement mat. The controller, cotton pad and carry case will not be replaced.
3. If your controller model is 3000MX or older, you'll be required to purchase a new controller to ensure proper functionality and performance with the new replacement mat.

Discount chart:

Time Frame	Amount Due	Product Return Required
Within 1 year	Free + shipping & handling	Yes
2+ years	30% of product price + S&H	No

How to sign up for the Richway Care Program:

1. Contact us by phone or email to request a Return Merchandise Authorization (RMA) number.

Tel: 808-589-2800
Toll-Free: 855-338-6410
Email: rma@richwayusa.com

2. Be prepared to provide the following information:
 - Richway Invoice (RI) number from your purchase
 - Name of the original purchaser
 - Product's Serial Number (SN)

* 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.

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.

How to send in your product:

1. Determine which products need to be returned.

- 7000MX
 - Send a picture of your damaged top and serial number of your mat (both need to be visible in the same picture)
 - Products that are within the 1-year time frame must be sent back to Richway.
- 3000MX or older
 - Send a picture of your damaged top and serial number of your mat (both need to be visible in the same picture).
 - 3000MX Controllers 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.

3. Ship your product, postage paid to:

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 insure your product at your discretion, but the insurance receipt cannot be used for tracking.

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- 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 mat:

1. Your new mat will be shipped once we receive your product (if applicable), Richway Care Program Agreement Form and payment.

Terms and Conditions:

1. Richway Care Program items do not count towards 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.
4. Customers are responsible for disposing of the mat portion of the Biomat® / Bio-belt™ products according to their state or local regulations.

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RMA # _____
(For company use only)

RICHWAY CARE PROGRAM AGREEMENT FORM

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Email: _____
Richway Invoice (RI) Number of product being replaced: _____
Name of the original purchaser (if any): _____
Product being traded in: _____
Serial Number (for 7000MX models only): _____

Terms & Conditions:

1. Richway Care Program items do not count towards 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.
4. Richway & Fuji Bio Inc. will instruct customers which parts are required to be returned, as it may vary per product.
5. Customers are responsible for disposing of the mat portion of the Biomat® / Bio-belt™ products according to their state or local regulations.
6. Richway & Fuji Bio Inc. requires products that are still within the 1st year from the date of delivery to be returned (mat portion only).
7. 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.
8. Packages must have a tracking number. Insurance receipts cannot be used as tracking.
9. 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.

I have read and accept the terms and conditions of this agreement.

Signature _____ Date: ____/____/____